Supplementary Information for Legislative Review

2001 - 2002 Departmental Expenditure Estimates

Manitoba
Consumer and
Corporate Affairs

CONSUMER AND CORPORATE AFFAIRS

SUPPLEMENTARY INFORMATION

FOR

LEGISLATIVE REVIEW

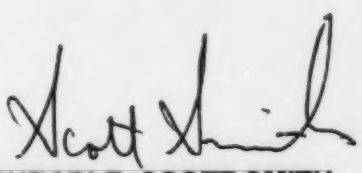
2001-2002 EXPENDITURE ESTIMATES

PREFACE

This document has been produced by the Department of Consumer and Corporate Affairs as a departmental supplement to its Printed Main Estimates. It is intended to provide background information on the Department which should complement the information already contained in the Printed Main Estimates.

The contents of this supplement are organized into four parts. The first part provides an overview of the Department of Consumer and Corporate Affairs 2001/2002 budget requirements. The second part provides program and financial information including details of staffing requirements and expenditures. The information in part two is organized on the basis of existing main appropropriations so that it will provide an easy cross reference to the Printed Main Estimates. Part three provides a five year historical budget comparison. A standard glossary of terms is also included after part three. Part four is an overview of Special Operating Agencies: Companies Office, The Manitoba Securities Commission, The Property Registry, and Vital Statistics.

This supplement has been developed to assist Members of the Legislature in the review of the Printed Main Estimates. I hope the supplement will provide meaningful information and that it will meet the needs of the users of the information. I welcome your feedback as to the usefulness of this supplementary information.



HONOURABLE SCOTT SMITH
MINISTER OF CONSUMER AND CORPORATE AFFAIRS

INDEX

PART 1 — ***DEPARTMENTAL OVERVIEW***

Role And Mission 6
Schedule 1 - Statutory Responsibilities 7
Schedule 2 - Organization Chart..... 8

Expenditure Summary 2001/2002

Schedule 3 - By main appropriation..... 9
Schedule 4 - By salary, operating and grants..... 10

Position Summary 2001/2002

Schedule 5 - By appropriation..... 11
Schedule 6 - By staff category..... 12

PART 2 — ***PROGRAM AND FINANCIAL INFORMATION***

Administration and Finance..... 15
Consumer Affairs..... 21
Corporate Affairs..... 31
Amortization of Capital Assets..... 41
Capital Investment..... 42

PART 3 — ***HISTORICAL INFORMATION***

Departmental Comparison 1997/98 - 2001/2002
Schedule 7 - Five Year Expenditure and Staffing Summary by Main Appropriation..... 44

Five Year Expenditure History
Chart 4 - By Operating Appropriation..... 45

Five Year Staff History
Chart 5 - By Operating Division..... 46
Chart 6 - Departmental Staffing..... 47

Five Year Revenue Summary
Schedule 8 - Related to Major Programs..... 48

GLOSSARY..... 49

PART 4 — ***OVERVIEW OF SPECIAL OPERATING AGENCIES***

Vital Statistics Agency..... 54
The Manitoba Securities Commission..... 60
The Property Registry..... 72
Companies Office..... 78

PART 1

DEPARTMENTAL OVERVIEW

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

MINISTER

HONOURABLE SCOTT SMITH

DEPUTY MINISTER

M. ALEXANDRA MORTON, Q.C.

HISTORICAL BACKGROUND

The Department of Consumer and Corporate Affairs was created in 1971. The core responsibilities of Consumer and Corporate Affairs have remained consumer protection, regulation of financial institutions, and licensing and registry. As the market place grew more complex, the department has undergone several transformations as branches, commissions and Special Operating Agencies were created and eliminated, programs were merged or reconfigured.

ROLE AND MISSION

Vision

A fair, efficient and informed marketplace for businesses and consumers.

Our Department's Mission

To foster business and consumer confidence in the marketplace and to administer a regulatory framework that contributes to a competitive Manitoba economy.

Our Department's Goals

To contribute to a dynamic Manitoba economy, by creating certainty in the marketplace through the administration of a legal framework within which businesses, non-profit organizations and consumers can operate.

To help businesses and consumers resolve their disputes.

To promote and enhance consumer and business knowledge and skills.

To provide quality service, use fiscal resources responsibly and collect fee and tax revenue.

To anticipate, identify and monitor marketplace issues and recommend appropriate action.

To maintain registries of information for the protection of individual and property rights.

To determine prices for service from utilities.

The Department is made up of three operating divisions: Administration and Finance; Consumer Affairs, and Corporate Affairs.

The Department's organization chart is set out on page 8.

SCHEDULE 1

STATUTORY RESPONSIBILITIES OF THE

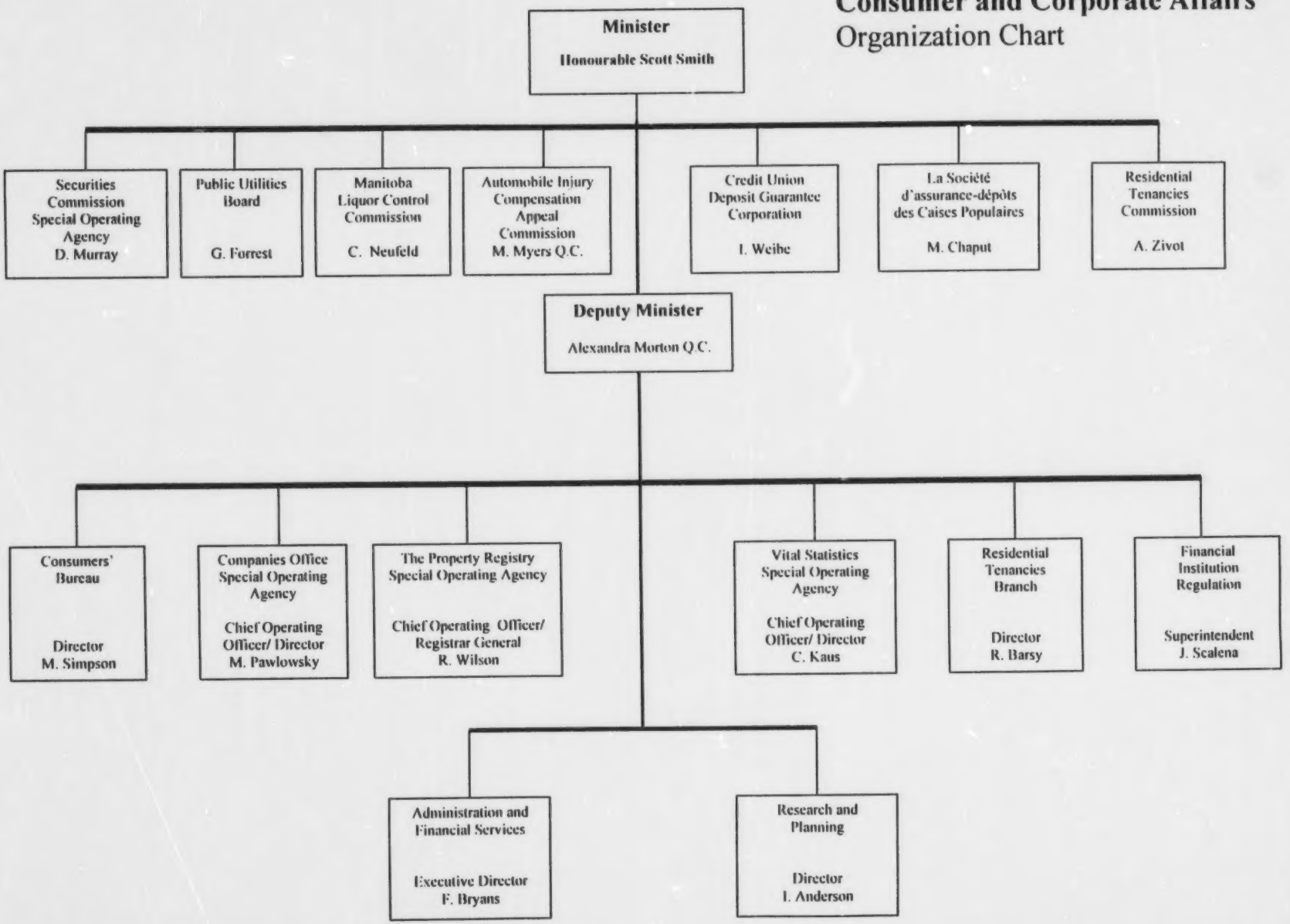
MINISTER OF CONSUMER AND CORPORATE AFFAIRS

The Business Names Registration Act
The Business Practices Act
The Cemeteries Act
The Titles to Certain Lands Act (R.S.M. 1990,C.259)
The Change of Name Act
The Charities Endorsement Act
The Commodity Futures Act
The Condominium Act
The Consumer Protection Act
The Cooperatives Act
The Corporations Act
The Credit Unions and Caisses Populaires Act
The Electronic Commerce and Information Act (Part 5)
The Embalmers and Funeral Directors Act
The Housing and Renewal Corporations Act [clause 44(k)]
The Hudson's Bay Company Land Register Act
The Insurance Act
The Insurance Corporations Tax Act
The Landlord and Tenant Act
The Life Leases Act
The Liquor Control Act
The Manitoba Evidence Act (Part II and III)
The Marine Insurance Act
The Marriage Act
The Mortgage Dealers Act
The Partnership Act
The Personal Investigations Act
The Personal Property Security Act
The Prearranged Funeral Services Act
The Professional Home Economists Act
The Public Utilities Board Act
The Real Estate Brokers Act
The Real Property Act
The Registry Act
The Religious Societies' Lands Act
The Residential Tenancies Act
The Revenue Act - Part III (land transfer tax)
The Securities Act
The Special Survey Act
The Surveys Act (Part I)
The Trade Practices Inquiry Act
The Vital Statistics Act
and:

Bedding, Upholstered and Stuffed Articles Regulation (Manitoba Regulation 333/88 R) under The Public Health Act

April 1, 2001

Consumer and Corporate Affairs
Organization Chart



SCHEDULE 3

DEPARTMENT OF
CONSUMER AND CORPORATE AFFAIRS
EXPENDITURE SUMMARY
BY MAIN APPROPRIATION

	Estimates of Expenditure 2001/2002 $(000's)	Change From 2000/2001 %	Estimates of Expenditure 2000/2001 $(000's)
1. Administration and Finance	1,244.4	6.7%	1,166.8
2. Consumer Affairs	5,917.6	4.6%	5,659.1
3. Corporate Affairs	2,361.8	0.8%	2,342.5
4. Amortization of Capital Assets	233.9	1.7%	229.9
TOTAL APPROPRIATIONS FOR CONSUMER AND CORPORATE AFFAIRS	9,757.7	3.8%	9,398.3

SUMMARY OF EXPENDITURE APPROPRIATIONS

OPERATING APPROPRIATIONS	9,523.8	3.9%	9,168.4
CAPITAL GRANTS	0.0	0%	0.0
INFRASTRUCTURE AND MAINTENANCE	0.0	0%	0.0
AMORTIZATION OF CAPITAL ASSETS	233.9	1.7%	229.9
TOTAL APPROPRIATIONS FOR CONSUMER AND CORPORATE AFFAIRS	9,757.7	3.8%	9,398.3
CAPITAL INVESTMENT	500.0		-

Reconciliation Statement
$ (000's)

Printed Main Estimates of Expenditure 2000/2001	9,426.4
Transfer of functions to:	
- Transportation and Government Services	(173.9)
Allocation of funds from:	
- Enabling Appropriations re: 2000/2001 General Salary Increase	147.1
Allocation of funds to:	
- Finance	(1.3)
Estimates of Expenditure 2000/2001 (Adjusted)	9,398.3

SCHEDULE 4

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS
EXPENDITURE SUMMARY
BY SALARIES & EMPLOYEE BENEFITS,
OTHER EXPENDITURES AND GRANTS

ELEMENT	ESTIMATES OF EXPENDITURE 2001/2002 $(000's)	ESTIMATES OF EXPENDITURE 2000/2001 $(000's)
SALARIES & EMPLOYEE BENEFITS (Details on Schedule 5)	7,001.8	6,806.0
OTHER EXPENDITURES (Less Recoverable from other Appropriations)	2,614.8	2,446.6
GRANTS	87.7	87.7
AMORTIZATION OF CAPITAL ASSETS	233.9	229.9
LESS: RECOVERIES	(180.5)	(171.9)
TOTAL FOR DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS	9,757.7	9,398.3

SCHEDULE 5

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS
POSITION SUMMARY
BY APPROPRIATION

RES. NO.	APP. NO.	DIVISION/ BRANCH	ESTIMATES OF EXPENDITURE 2001/2002 $(000'S) FTE	SALARIES		ESTIMATES OF EXPENDITURE 2000/2001 $(000'S) FTE	SALARIES
5.1	1	ADMINISTRATION AND FINANCE					
		(a) Minister's Salary	1.00	28.1		1.00	27.3
		(b) Executive Support	6.00	348.7		6.00	331.3
		(c) Administrative Services	12.78	576.5		12.78	568.9
		(d) Research and Planning	3.00	173.5		3.00	167.6
		(e) Vital Statistics Agency	-	-	1	-	-
		TOTAL	22.78	1,126.8		22.78	1,095.1
5.2	2	CONSUMER AFFAIRS					
		(a) Consumers' Bureau	18.50	948.2		18.50	917.6
		(b) Residential Tenancies Branch	57.00	2,702.9		55.00	2,551.9
		(c) Auto.Injury Comp.Appeal Commission	7.00	448.8		7.00	493.4
		(d) Residential Tenancies Commission	4.50	470.0		4.50	460.3
		(e) Grants	-	-		-	-
		TOTAL	87.00	4,569.9		85.00	4,423.2
5.3	3	CORPORATE AFFAIRS					
		(a) Financial Institutions Regulation	12.50	726.1		12.50	679.4
		(b) Public Utilities Board	8.23	579.0		8.23	608.3
		(c) Manitoba Securities Commission	-	-	1	-	-
		(d) The Property Registry	-	-	1	-	-
		(e) Companies Office	-	-	1	-	-
		TOTAL	20.73	1,305.1		20.73	1,287.7
5.4	4	Amortization of Capital Assets	-	-		-	-
		TOTAL	130.51	7,001.8		128.51	6,806.0

All salary figures, with the exception of the Minister's,include employee benefits as defined in the glossary.

1. Special Operating Agencies.

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

POSITION SUMMARY 2001/2002

BY STAFF CATEGORY

	STAFF CATEGORIES									
	MANAGERIAL		PROFESSIONAL/ TECHNICAL		ADMINISTRATIVE SUPPORT		BOARD MEMBERS		TOTAL	
DIVISION	FTEs	$	FTEs	$	FTEs	$	FTEs	$	FTEs	$
Administration and Finance	5.00	348.5	10.50	398.6	7.28	256.0	0.00	-	22.78	1,003.1
Consumer Affairs	7.00	543.5	42.50	2,076.9	37.50	1,300.1	0.00	210.2	87.00	4,130.7
Corporate Affairs	5.00	412.2	6.73	346.3	9.00	318.8	0.00	99.5	20.73	1,176.8
TOTALS	17.00	1,304.2	59.73	2,821.8	53.78	1,874.9	0.00	309.7	130.51	6,310.6

EXPLANATION: Reconciliation of Salary Amounts:

Total Salary Costs per Above	6,310.6
Employee Benefits	691.2
Net Salary Costs per Schedule 5	7,001.8

PART 2

DETAILED FINANCIAL INFORMATION

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2001/2002 $(000's)		Estimates of Expenditure 2000/2001 $(000's)
5.1	1.	***ADMINISTRATION AND FINANCE.***	**1,244.4**		1,166.8
		-Provides executive direction and co-ordination of department programs.			
		-Provides central administrative and financial services for the Ministry programs, and for the Legislative Assembly.			
		- Provides and maintains the registry of vital events occuring in Manitoba to provide the public, with related services and information.			
	(a)	Minister's Salary	**28.1**		27.3
	(b)	Executive Support	**398.4**		381.0
	(c)	Administrative Services	**612.0**		558.5
	(d)	Research and Planning	**205.9**		200.0
	(e)	Vital Statistics	**-**	(1)	-
			1,244.4		1,166.8

(1) The Vital Statistics Agency functions as a special operating agency and on this basis, no funding is required in the 2001/2002 Estimates of Expenditure. (See Part 4)

Sub-Appropriation 05-1A

MINISTER'S SALARY

- Provides for the compensation to which an individual appointed to the Executive Council is entitled.

SALARIES	Estimates of Expenditure 2001/2002 FTEs	$(000's)	Estimates of Expenditure 2000/2001 FTES	$(000's)
Managerial	**1.00**	**28.1**	1.00	27.3

Sub-Appropriation 05-1B

EXECUTIVE SUPPORT

OBJECTIVES:

To advise the Minister on department operations and policy.
To co-ordinate and manage the activities of the department.
To provide clerical and secretarial support for the offices of the Minister and Deputy Minister.

ACTIVITY IDENTIFICATION:

Formulates and reviews legislative proposals.

Provides liaison with consumer oriented groups, representatives of the business sector, and government officials.

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**1.00**	**100.6**		1.00	98.3
Professional/Technical	**2.00**	**95.6**		2.00	91.5
Administrative Support	**3.00**	**114.7**		3.00	112.0
Employee Benefits allocation		**37.8**			29.5
Total Salaries & Employee Benefits	**6.00**	**348.7**	1	6.00	331.3
OTHER EXPENDITURES					
Transportation		**13.0**			13.0
Communications		**13.3**			13.3
Supplies and Services		**10.8**			10.8
Public Debt		**0.0**			0.0
Minor Capital		**0.0**			0.0
Other Operating		**12.6**			12.6
Total Other Expenditures		**49.7**			49.7
TOTAL EXPENDITURES		**398.4**			381.0

1. Increase primarily the result of salary increases under negotiated collective agreements.

Sub-Appropriation 05-1C

ADMINISTRATIVE SERVICES

OBJECTIVES:

To provide administrative, program, and policy support as required.

ACTIVITY IDENTIFICATION:

Carries out the accounting requirements of the Department of Consumer and Corporate Affairs and the Legislative Assembly.

Carries out the administrative requirements of the Department of Consumer and Corporate Affairs and the Legislative Assembly.

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	2.00	153.6		2.00	150.2
Professional/Technical	7.50	244.6		7.50	253.9
Administrative Support	3.28	108.9		3.28	101.8
Employee Benefits allocation		69.4			63.0
Total Salaries & Employee Benefits	12.78	576.5	1	12.78	568.9
OTHER EXPENDITURES					
Transportation		0.0			0.0
Communications		11.3			11.3
Supplies and Services		201.4	2		146.9
Public Debt		0.0			0.0
Minor Capital		0.0			0.0
Other Operating		3.3			3.3
Total Other Expenditures		216.0			161.5
SUB-TOTAL		792.5			730.4
LESS: Recoverable from Legislative Assembly		(180.5)	3		(171.9)
TOTAL EXPENDITURES		612.0			558.5

1. Increase primarily the result of salary increases under negotiated collective agreements offset by salary reduction as a result of vacant Information Systems Analyst position.
2. Increased expenditure for a new Commissioner for Oaths/Notaries Public licensing system.
3. Increase in recovery as the result of salary increases.

Sub-Appropriation 05-1D

RESEARCH AND PLANNING

OBJECTIVES:

To provide support services of an economic, statistical and investigatory nature.

ACTIVITY IDENTIFICATION:

Investigates marketplace problems and assesses alternative responses to them.

Co-ordinates the development of legislation and other responses to marketplace problems.

Formulates legislation and other action proposals.

Assesses methods used by other governments to deal with consumer problems.

Liaises with consumer oriented groups, representatives of the business sector and government officials.

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**1.00**	**66.2**		1.00	64.7
Professional/Technical	**1.00**	**58.4**		1.00	57.1
Administrative Support	**1.00**	**32.4**		1.00	30.9
Employee Benefits Allocation		**16.5**			14.9
Total Salaries & Employee Benefits	**3.00**	**173.5**	1	3.00	167.6
OTHER EXPENDITURES					
Transportation		**2.4**			2.4
Communications		**4.1**			4.1
Supplies and Services		**14.2**			14.2
Public Debt		**0.0**			0.0
Minor Capital		**0.0**			0.0
Other Operating		**11.7**			11.7
Total Other Expenditures		**32.4**			32.4
TOTAL EXPENDITURES		**205.9**			200.0

1. Increase primarily the result of salary increases under negotiated collective agreements.

Sub-Appropriation 05-1E

VITAL STATISTICS

VITAL STATISTICS BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1994.
REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2001/2002 $(000's)	Estimates of Expenditure 2000/2001 $(000's)
5.2	2.	***CONSUMER AFFAIRS***	**5,917.6**	5,659.1
		- Provides for the administration of such Acts as The Consumer Protection Act, The Personal Investigations Act, and The Residential Tenancies Act.		
		- Hears automobile injury compensation appeals under The Manitoba Public Insurance Corporation Act.		
	(a)	Consumers' Bureau	**1,227.5**	1,137.2
	(b)	Residential Tenancies Branch	**3,451.0**	3,248.5
	(c)	Automobile Injury Compensation Appeal Commission	**571.8**	615.8
	(d)	Residential Tenancies Commission	**579.6**	569.9
	(e)	Grants	**87.7**	87.7
			5,917.6	5,659.1

Sub-Appropriation 05-2A

CONSUMERS' BUREAU

OBJECTIVES:

To provide programs in support of Manitoba consumers and businesses.

ACTIVITY IDENTIFICATION:

Administers The Consumer Protection Act, The Business Practices Act, The Charities Endorsement Act, The Personal Investigations Act, The Hearing Aid Act and The Bedding and Upholstery regulations under The Public Health Act.

Licence/register/grant certifications or authorizations to vendors and individual sellers engaged in direct selling; collection agencies and collectors; hearing aid dealers; charities fundraising in Manitoba; and manufacturer/renovators of stuffed articles

Hears, mediates and investigates consumer complaints.

Takes action as appropriate concerning prosecution of offenders under the Acts administered.

Identifies problems and issues in the marketplace and make recommendations to amend legislation under its mandate as required.

Informs and educates consumers, businesses and interest groups regarding their rights and responsibilities under consumer protection statutes as well as potential risks in the marketplace.

Works cooperatively with other departments, agencies and organizations in Manitoba, Canada and internationally on current issues.

Sub-Appropriation 05-2A

CONSUMERS' BUREAU (Con't.)

SALARIES & EMPLOYEE BENEFITS	Estimates of Expenditure 2001/2002 FTEs	Estimates of Expenditure 2001/2002 $(000's)		Estimates of Expenditure 2000/2001 FTES	Estimates of Expenditure 2000/2001 $(000's)
Managerial	3.00	193.9		3.00	189.6
Professional/Technical	9.50	473.2		9.50	460.5
Administrative Support	6.00	191.0		6.00	185.9
Employee Benefit Allocation		90.1			81.6
Total Salaries & Employee Benefits	18.50	948.2	1	18.50	917.6
OTHER EXPENDITURES					
Transportation		12.0			12.0
Communications		38.4			38.4
Supplies and Services		154.0	2		94.3
Public Debt		0.0			0.0
Minor Capital		0.6			0.6
Other Operating		74.3			74.3
Total Other Expenditures		279.3			219.6
TOTAL EXPENDITURES		1,227.5			1,137.2

1. Increase primarily the result of salary increases under negotiated collective agreements.
2. Increased expenditure for a new licensing system.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH

OBJECTIVES:

To investigate, mediate and/or hear tenancy disputes between landlords and tenants.

To regulate the amount and frequency of rent increases in residential premises in Manitoba in accordance with the provisions of The Residential Tenancies Act.

To provide information and education programs to landlords and tenants. This information helps to ensure that landlords and tenants understand and comply with The Residential Tenancies Act, The Life Leases Act and The Condominium Act, as they apply to residential tenancies.

ACTIVITY IDENTIFICATION:

Investigation, mediation and adjudication of disputes between landlords and tenants. For example, security deposit disputes, repairs, right of tenant to continue occupancy, all claims between landlords and tenants and Orders of Possession.

Reviewing landlords' applications for rent increases above the guideline, withdrawals and reductions in service, laundry rate increase applications, tenant requested improvement applications; and after considering all tenant objections with respect to these applications, adjudicating and issuing orders setting the rent.

Reviewing all complaints with respect to non-compliance with the requirements of the Act and proceeding with enforcement of compliance orders.

Public information and education on purpose and process of Legislation.

Determination of applications with respect to rehabilitation of buildings for exemption from The Residential Tenancies Act.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH (Con't.)

EXPECTED RESULTS:

It is estimated that close to 7,000 non rent increase disputes between landlords and tenants will be received and 7,000 disputes processed during the fiscal year.

In addition to the actual processing of complaints, close to 9,000 walk-in interviews/informational dialogues are projected. Total telephone calls requesting general information are projected to be close to 50,000. In addition, 2,200 requests for information on the Talking Yellow Pages and 126,000 hits on the Internet Web Site are anticipated. These figures include Brandon and Thompson offices.

It is estimated that close to 1,300 rent regulation cases will be dealt with. This includes applications for rent increase above the guideline, other rent regulation applications, investigation of possible unauthorized rents, rent status inquiries and tenant objections to guideline or less rent increases.

Sub-Appropriation 05-2B

RESIDENTIAL TENANCIES BRANCH (Con't.)

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**1.00**	**80.9**		1.00	79.1
Professional/Technical	**28.00**	**1,373.8**		26.00	1,281.6
Administrative Support	**28.00**	**991.4**		28.00	964.3
Employee Benefit Allocation		**256.8**			226.9
Total Salaries & Employee Benefits	**57.00**	**2,702.9**	1	55.00	2,551.9
OTHER EXPENDITURES					
Transportation		**35.8**			**28.0**
Communications		**129.2**			**118.7**
Supplies and Services		**288.0**			**303.5**
Public Debt		**0.0**			**0.0**
Minor Capital		**78.1**			**78.1**
Other Operating		**217.0**			**168.3**
Total Other Expenditures		**748.1**	2		696.6
TOTAL EXPENDITURES		**3,451.0**			3,248.5

1. Increase primarily the result of salary increases under negotiated collective agreements and the addition of two staff positions related to the new re-engineering project.
2. Increase primarily the result of the implementation of a new re-engineering project.

Sub-Appropriation 05-2C

AUTOMOBILE INJURY COMPENSATION APPEAL COMMISSION

OBJECTIVES:

To provide a forum for final appeals from claimants regarding injury compensation decisions issued by The Manitoba Public Insurance Corporation.

ACTIVITY IDENTIFICATION:

This office originated due to the enactment of amendments to the Manitoba Public Insurance Corporation Act, (Bill 37), on March 1, 1994. The amendment enables the Automobile Injury Compensation Appeal Commission to hear appeals under Part 2 of the Manitoba Public Insurance Corporation Act. Any internal review decision issued by M.P.I.C. and relating to a claimant's bodily injuries suffered in an automobile accident that occurred on or after March 1, 1994, may be appealed to the Commission.

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**2.00**	**171.9**		2.00	170.9
Professional/Technical	**3.00**	**135.8**		3.00	186.6
Administrative Support	**2.00**	**68.9**		2.00	67.3
Commission Members	**-**	**24.6**		-	24.6
Employee Benefit Allocation		**47.6**			44.0
Total Salaries & Employee Benefits	**7.00**	**448.8**	1	7.00	493.4
OTHER EXPENDITURES					
Transportation		**3.0**			3.0
Communications		**12.5**			12.5
Supplies and Services		**54.1**	2		53.5
Public Debt		**0.0**			0.0
Minor Capital		**7.0**			7.0
Other Operating		**46.4**			46.4
Total Other Expenditures		**123.0**			122.4
TOTAL EXPENDITURES		**571.8**			615.8

1. Salary increases under negotiated collective agreements offset by variance control in professional technical support.
2. Accommodation Cost Recovery Adjustment.

Sub-Appropriation 05-2D

RESIDENTIAL TENANCIES COMMISSION

OBJECTIVES:

To provide prompt resolution of disputes between landlords and tenants that is fair, informal accessible, inexpensive, expeditious and amicable.

ACTIVITY IDENTIFICATION:

The Residential Tenancies Commission is a specialist tribunal which hears appeals from decisions and orders of the Director of the Residential Tenancies Branch under The Residential Tenancies Act

EXPECTED RESULTS:

It is expected that approximately 450 appeals involving disputes between landlords and tenants will be received and processed by the Residential Tenancies Commission during the year. The number of appeals to rent increase to be received and reviewed by the Residential Tenancies Commission is estimated to involve 1118 rental units.

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	1.00	96.8		1.00	94.6
Professional/Technical	2.00	94.1		2.00	91.5
Administrative Support	1.50	48.8		1.50	47.3
Board Members	-	185.6		-	185.6
Employee Benefit Allocation		44.7			41.3
Total Salaries & Employee Benefits	4.50	470.0	1	4.50	460.3
OTHER EXPENDITURES					
Transportation		11.0			11.0
Communications		12.5			16.8
Supplies and Services		51.4			46.6
Public Debt		0.0			0.0
Minor Capital		0.0			0.0
Other Operating		34.7			35.2
Total Other Expenditures		109.6			109.6
TOTAL EXPENDITURES		579.6			569.9

1. Increase primarily the result of salary increases under negotiated collective agreements.

GRANTS

The Department of Consumer and Corporate Affairs issues two grants. One is to the Community Financial Counselling Services (formerly Community Credit Counselling.) The grant is to help provide a credit counselling service for low income individuals, ($53.8). The second grant is to the Consumers' Association of Canada (Manitoba). The grant enables this organization to provide a product information and product rating service to consumers. It is a service which is not duplicated by any other organization and is provided by a combination of paid and unpaid volunteer staff, ($33.9).

OTHER EXPENDITURES	**Estimates of Expenditure 2001/2002 $(000's)**	Estimates of Expenditure 2000/2001 $(000's)
Grants	**87.7**	87.7

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2001/2002 $(000's)		Estimates of Expenditure 2000/2001 $(000's)
5.3	3.	CORPORATE AFFAIRS.	**2,361.8**		2,342.5
		- Provides for the administration of such acts as The Corporations Act, The Insurance Act, The Securities Act, The Public Utilities Board Act, The Cooperatives Act, The Credit Unions and Caisse Populaires Act, The Real Property Act, The Registry Act, and The Personal Property Security Act.			
	(a)	Financial Institutions Regulation	**1,030.3**		983.0
	(b)	Public Utilities Board	**1,331.5**		1,359.5
	(c)	The Manitoba Securities Commission	-	(1)	-
	(d)	The Property Registry	-	(1)	-
	(e)	Companies Office	-	(1)	-
			2,361.8		2,342.5

(1) The Manitoba Securities Commission , The Property Registry and Companies Office function as special operating agencies and on this basis no funding is required in the 2001/2002 Estimates of Expenditure. (See Part 4)

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION

OBJECTIVES:

To provide a legislative and regulatory framework in which cooperatives, credit unions, caisses populaires,insurance companies, trust and loan corporations in Manitoba, can transact business in a competitive environment which protects members and the consuming public.

To protect consumers and members of cooperatives, credit unions, caisses populaires and insurance companies by providing a dispute resolution process.

To provide protection to consumers and members of provincially incorporated financial institutions by monitoring solvency and ensuring compliance with legislation.

ACTIVITY IDENTIFICATION:

Regulate, license and register insurance companies, trust and loan corporations who do business in Manitoba.

Review existing legislation and recommend changes where appropriate.

Monitor the solvency of insurance companies as well as credit unions, caisses populaires, their centrals and guarantee corporations.

Ensure provincially incorporated financial institutions comply with the applicable legislation and regulations.

Approve incorporation documents, by-law changes, offering statements and other legal documents for all cooperatives, credit unions, and caisses populaires incorporated in Manitoba.

Maintain the registry for cooperatives, credit unions and caisses populaires and provide information to the public or other interested stakeholders.

Interpret the intent of the applicable legislation and regulations for all cooperatives and provincially incorporated financial institutions.

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION

ACTIVITY IDENTIFICATION: (Con't.)

Mediate disputes between members and their cooperative, credit union or caisse populaire, and between consumers and insurance companies and trust and loan corporations.

Collect the Insurance Corporations Tax and the Fire Prevention Tax.

Monitor the regulatory activity of the Insurance Council of Manitoba.

EXPECTED RESULTS:

Public confidence in the financial institutions operating in Manitoba.

Fair and timely resolution of disputes between members and credit unions, caisses populaires, and cooperatives, and between insurance companies and trust and loan corporations and their customers.

A fair and efficient marketplace in which to operate insurance companies, trust and loan corporations, cooperatives, credit unions and caisses populaires.

Sub-Appropriation 05-3A

FINANCIAL INSTITUTIONS REGULATION (Con't.)

	Estimates of Expenditure 2001/2002			Estimates of Expenditure 2000/2001	
SALARIES & EMPLOYEE BENEFITS	**FTEs**	**$(000's)**		FTES	$(000's)
Managerial	**3.00**	**230.7**		**3.00**	199.4
Professional/Technical	**4.50**	**250.8**		**4.50**	243.7
Administrative Support	**5.00**	**175.6**		**5.00**	169.5
Employee Benefit Allocation		**69.0**			66.8
Total Salaries & Employee Benefits	**12.50**	**726.1**	1	12.50	679.4
OTHER EXPENDITURES					
Transportation		**5.6**			5.6
Communications		**22.5**			22.5
Supplies and Services		**207.9**	2		207.3
Public Debt		**-**			-
Minor Capital		**6.8**			6.8
Other Operating		**61.4**			61.4
Total Other Expenditures		**304.2**			303.6
TOTAL EXPENDITURES		**1,030.3**			983.0

1. Increase primarily the result of salary increases under negotiated collective agreements and the reinstatement of Superintendent of Insurance position to full year funding.
2. Accommodation Cost Recovery Adjustment.

Sub-Appropriation 05-3B

PUBLIC UTILITIES BOARD

OBJECTIVES:

To exercise general supervision over the operations of public utilities in Manitoba, regulating rates, service practices and certain specified business operations of the various utilities under its jurisdiction.

To license persons providing pre-arranged funeral services and operators of certain cemeteries together with the authorizing of fees charged for such services.

ACTIVITY IDENTIFICATION:

Has regulatory authority under The Crown Corporations Public Review and Accountability Act of Manitoba Hydro and Manitoba Public Insurance Corporation.

Has regulatory authority under The Public Utilities Board Act of natural gas, propane distribution and all water and sewer utilities in the Province except the City of Winnipeg operation.

Acts as an appellate tribunal in appeals under The Highways Protection Act from decisions of The Highway Traffic Board.

Administers The Prearranged Funeral Services Act and The Cemeteries Act.

Sub-Appropriation 05-3B

PUBLIC UTILITIES BOARD (Con't.)

SALARIES & EMPLOYEE BENEFITS	Estimates of Expenditure 2001/2002 FTEs	Estimates of Expenditure 2001/2002 $(000's)		Estimates of Expenditure 2000/2001 FTES	Estimates of Expenditure 2000/2001 $(000's)
Managerial	**2.00**	**181.5**		**2.00**	177.5
Professional/Technical	**2.23**	**95.5**		**2.23**	137.6
Administrative Support	**4.00**	**143.2**		**4.00**	139.4
Other (Board Members)	**-**	**99.5**		**-**	99.5
Employee Benefit Allocation		**59.3**			54.3
Total Salaries and Employee Benefits	**8.23**	**579.0**	1	8.23	608.3
OTHER EXPENDITURES					
Transportation		**32.0**			**32.0**
Communications		**29.1**			**29.1**
Supplies and Services		**601.6**	2		**600.3**
Public Debt		**0.0**			**0.0**
Minor Capital		**20.0**			**20.0**
Other Operating		**69.8**			**69.8**
Total Other Expenditures		**752.5**			751.2
TOTAL EXPENDITURES		**1,331.5**			1,359.5

1. Salary increases under negotiated collective agreements offset by salary reduction of a vacant Administrative Officer position.
2. Accommodation cost recovery adjustment.

Sub-Appropriation 05-3C

THE MANITOBA SECURITIES COMMISSION

THE MANITOBA SECURITIES COMMISSION BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1999. REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Sub-Appropriation 05-3D

THE PROPERTY REGISTRY

THE PROPERTY REGISTRY BECAME A SPECIAL OPERATING AGENCY ON APRIL 1, 1997. REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Sub-Appropriation 05-3E

COMPANIES OFFICE

THE COMPANIES OFFICE A SPECIAL OPERATING AGENCY ON APRIL 1, 1996.
REFER TO PART FOUR FOR DETAILED FINANCIAL INFORMATION.

Resolution No.	Appropriation No.	CONSUMER AND CORPORATE AFFAIRS (5) Details of Appropriation	Estimates of Expenditure 2001/2002 $(000's)	Estimates of Expenditure 2000/2001 $(000's)
5.4	4.	AMORTIZATION OF CAPITAL ASSETS	**233.9**	229.9
		Desktop Management Initiative Provides for the department's share of total estimated project costs as a percentage of total units purchased.	**173.9**	173.9
		Better Methods Initiative Provides for a full year of amortization of total estimated project costs, allocated to Departments based on projected use.	**56.0**	56.0
		Residential Tenancies Branch Re-engineering Project Provides for a part- year amortization of estimated project costs.	**4.0**	-
		Total	**233.9**	229.9

Part B	CONSUMER AND CORPORATE AFFAIRS (5)	**Estimates of Capital Investment 2001/2002 $(000's)**	Estimates of Capital Investment 2000/2001 $(000's)
	Residential Tenancies Branch Re-engineering Project	**500.0**	0.0

PART 3

HISTORICAL INFORMATION

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

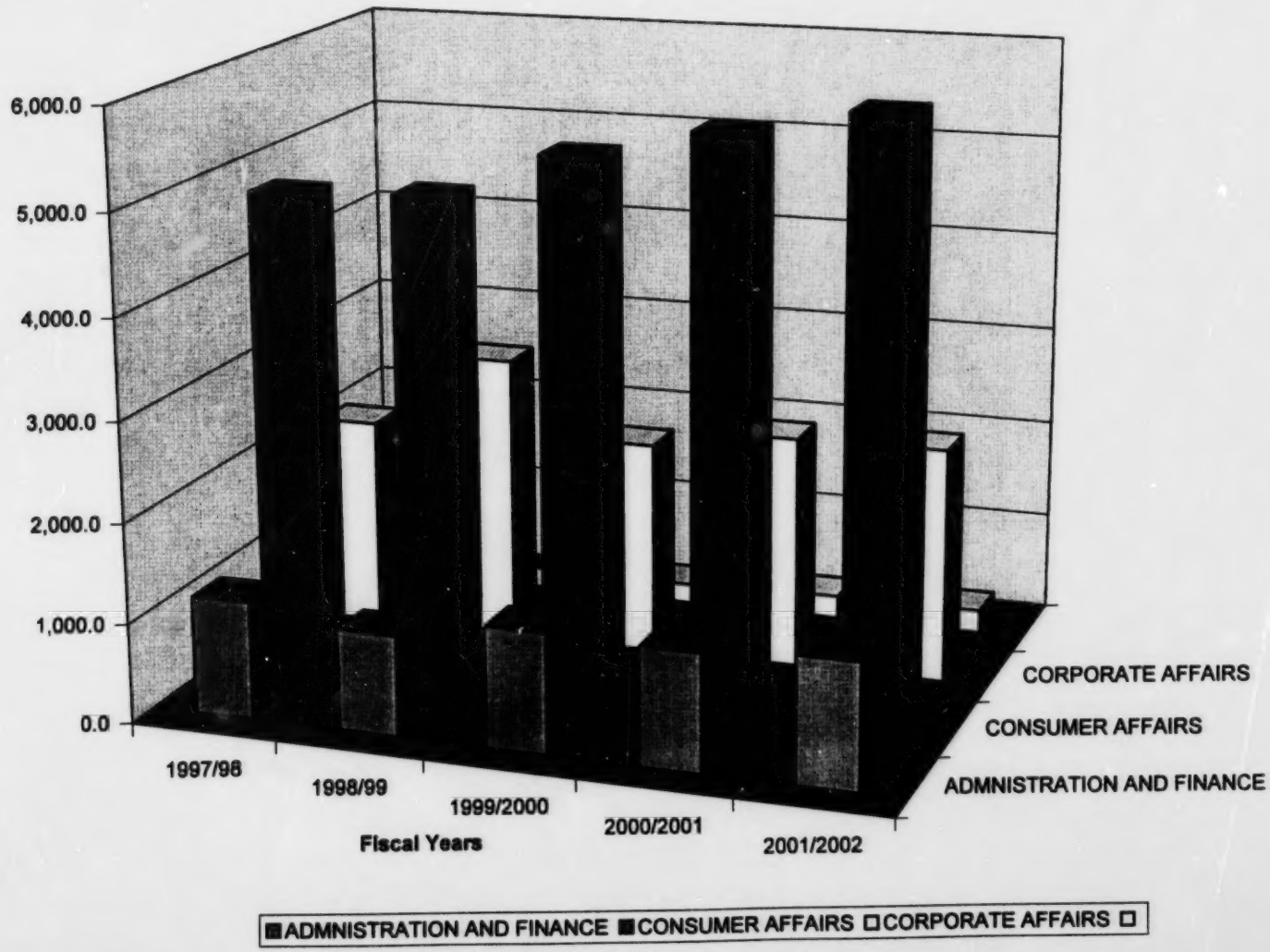
FIVE YEAR EXPENDITURE AND STAFFING SUMMARY BY MAIN APPROPRIATION

FOR THE FISCAL YEAR ENDING MARCH 31, 2002

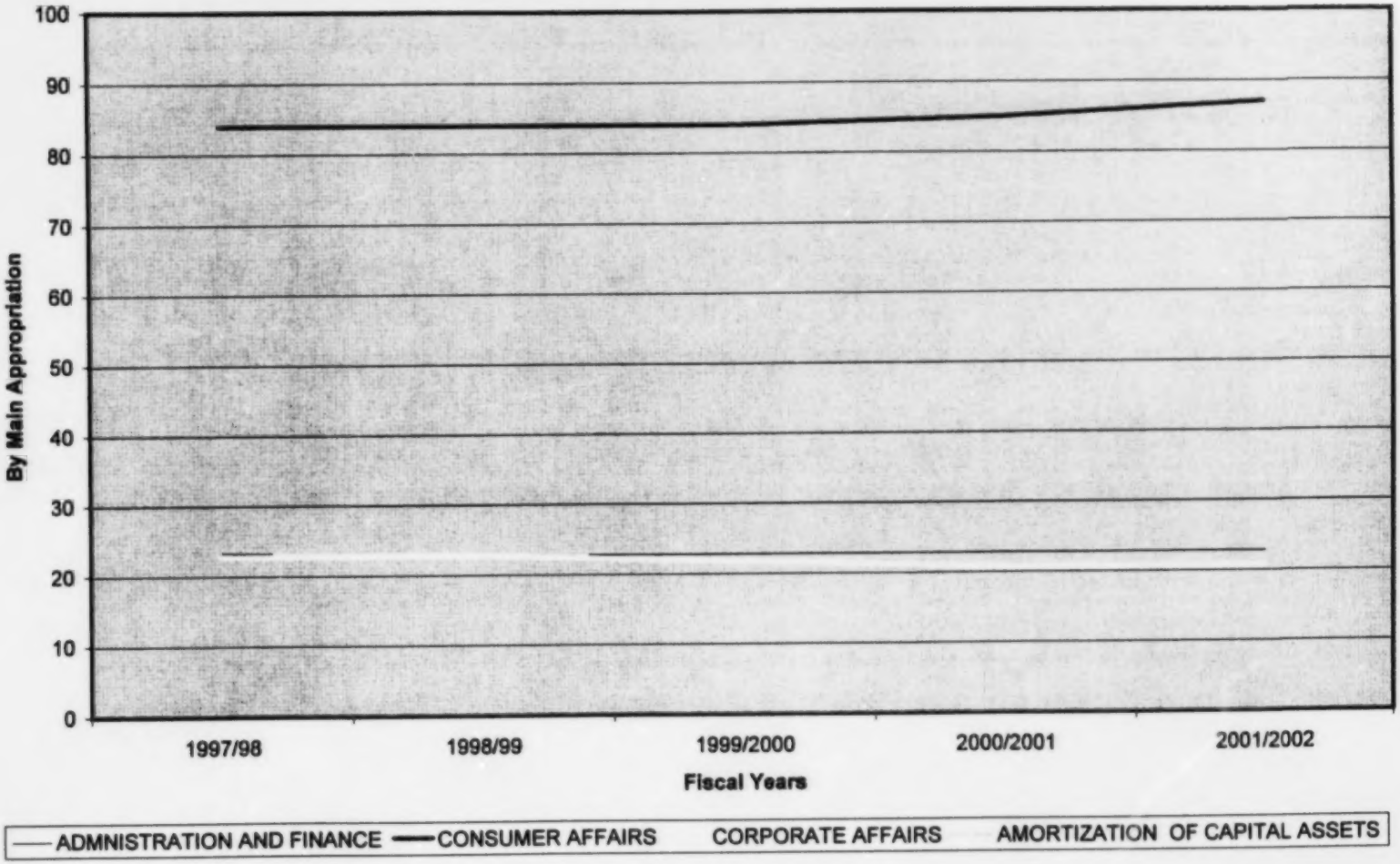
	ACTUAL/*ADJUSTED ESTIMATES OF EXPENDITURE						ADJUSTED ESTIMATES OF EXPENDITURE		PRINTED MAIN ESTIMATES OF EXPENDITURE	
	1997/1998		1998/1999		1999/2000		2000/2001		2001/2002	
	FTE	$	FTE	$	FTE	$	FTE	$	FTE	$
ADMINISTRATION AND FINANCE	23.28	1,173.6	22.78	995.3	22.78	1,193.4	22.78	1,166.8	22.78	1,244.4
CONSUMER AFFAIRS	84.00	4,830.9	84.00	4,889.2	84.00	5,363.1	85.00	5,659.1	87.00	5,917.6
CORPORATE AFFAIRS	22.73	2,123.7	22.73	2,900.0	21.73	2,148.9	20.73	2,342.5	20.73	2,361.8
AMORTIZATION OF CAPITAL ASSETS	0.00	0.0	0.00	0.0	0.00	197.3	0.00	229.9	0.00	233.9
TOTAL	130.01	8,128.2	129.51	8,784.5	128.51	8,902.7	128.51	9,398.3	130.51	9,757.7

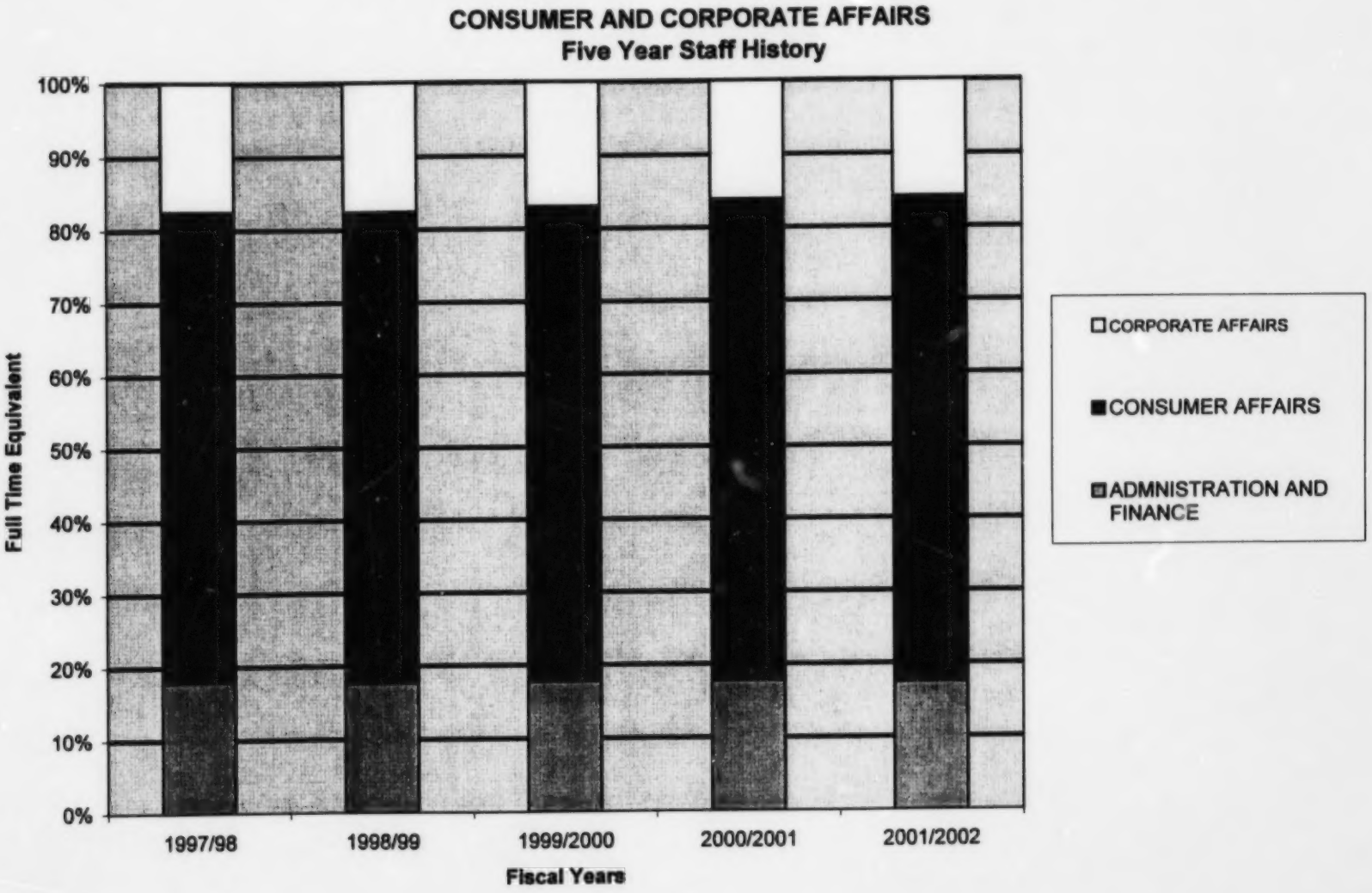
* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a re-organization during the years under review.

CONSUMER AND CORPORATE AFFAIRS
Five Year Expenditure History



CONSUMER AND CORPORATE AFFAIRS
Five Year Staff History




CONSUMER AND CORPORATE AFFAIRS
Five Year Staff History
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Full Time Equivalent
1997/98
1998/99
1999/2000
2000/2001
2001/2002
Fiscal Years
CORPORATE AFFAIRS
CONSUMER AFFAIRS
ADMNISTRATION AND FINANCE

DEPARTMENT OF CONSUMER AND CORPORATE AFFAIRS

FIVE YEAR REVENUE SUMMARY

RELATED TO MAJOR PROGRAMS

	*THE ACTUAL/ADJUSTED REVENUES			*PRINT	ESTIMATE
	1997/98	1998/99	1999/2000	2000/2001	2001/2002
ADMINISTRATION AND FINANCE	367.5	167.2	157.0	162.0	233.5
CONSUMER AFFAIRS	1,112.3	1,074.5	1,188.4	1,334.1	1,661.4
CORPORATE AFFAIRS	50,340.9	53,120.2	53,133.4	55,134.9	55,770.0
TOTAL	51,820.7	54,361.9	54,478.8	56,631.0	57,664.9

* Adjusted figures reflect historical data on a comparable basis in those programs affected by a re-organization, during the years under review.

GLOSSARY

Cost Element

A cost element is a classification of expenditures according to the nature of expense such as salaries, supplies and services, etc., which identifies the object of expenditure out of appropriation funds. The government accounting system tracks expenditures according to the following cost element groups:

Cost Element Group	Components
Salaries	Regular Earnings, Other Earnings (Overtime, shift premium), Ministers and Members of the Legislative Assembly, Fringe Benefits, Other (Workers Compensation Allowance, Supplement), Health and Education Tax Levy, Benefit Charge Back.
Grants andTransfer Payments	Discretionary Grant, Non - Discretionary Grant, Transfer Payment, Valuation Allowance, Capital Grant.
Transportation	Vehicles, Aircraft, Other (taxi, bus, freight, rail) Travel Agency Fees, Freight/Courier.
Communication	Telephone, Electronic Communication Services, Postal Services, Advertising/Program Promotion, Radio Systems, Other.
Supplies and Services	Operating Supplies, Materials, Office Supplies, Maintenance, Other Services, Rentals, Professional Services, Utilities, Other Fees.
Public Debt	Credit/Debit Card Fees, Gain/Loss on Foreign Exchange, Interest on Debt, Discount on Debt, Amortization-Debt, Interest Charges, Other Charges.
Minor Capital	Land, Buildings, Vehicles, Machinery & Equipment, Computers, Furniture, Leasehold Improvements, Loss on Sale of an Asset, Amortization Expense.
Other Operating	Accommodations, Food and Beverage, Computer Related Charges, Insurance Costs, Publications, Allowances and Other Financial Compensation , Other Personnel Costs (relocation/transfer costs), Other Operating (membership fees, hospitality, employee training, uniforms, conference/convention registration fees, incidental allowances), Imputed Surcharges.

Cost Element Group	Components
Financial Assistance Related Costs	Clothing for Citizens, Fees and Services, Assistance Payments (food, shelter, allowances, utilities) Transportation Health, Special Needs.

Employee Benefits

Costs incurred by government for its contributions to the Employment Insurance Program, the Canada Pension Plan, the Group Life Insurance Plan and the Ambulance, the Group Life Insurance Plan and the Ambulance, Hospital Semi-Private Plan, as well as the payments made under the Dental Plan, the Long-Term Disability Plan and the Levy for Health & Post Secondary Education.

Estimates of Expenditure (Adjusted)

A re-alignment of previous year's vote for any organizational change to provide for more accurate and realistic comparisons from one budget year to the next.

Full Time Equivalent

A measurement for number of positions. Every full-time regular position represents one full-time equivalent position. Other categories (e.g., term, departmental, sessional, contract) are measured in proportional equivalents, e.g. a program with a vote of 1.50 term FTE could hire staff in any combination that results in a total of 1 1/2 years (or 78 weeks) of employment (e.g., 6 staff for 3 months (13 weeks) each; 2 staff for 9 months (39 weeks) each, 1 full-time and 1 half-time staff for 1 year; 3 half-time staff for 1 year; 3 half-time staff for 1 year, etc.)."

Staff Categories

Managerial

Positions which have been delegated the authority and have the responsibility to plan, administer, and control the resources and activities of a defined organizational unit in the Manitoba Government, and are directly and fully accountable for:

- the utilization of resources in achieving planned objectives including the development of a budget and the initiation and authorization of expenditures: and

- the organization's results and impacts:

Professional/Technical

Employees who have duties that relate to specific areas of program operations requiring some functional specialization.

Included in this category are employees classified within the following components and/or series:

Education
Health
Legal, Inspection and Regulatory
Physical Sciences
Social Sciences
Trades, Operations and Services
Personnel Officer Series
Administration (with the exception of the Administrative Officer Series)
Engineers
Legal Aid Lawyers (L.A.L.A.)
Crown Attorneys (M.A.C.A.)
Doctors (M.M.A.)
L.A.M.C. Staff
Professional Officer Series

Note: Those employees designated as managers and also classified within one above components or the excluded component shall be categorized only once, as managerial.

Administrative Support

Employees who have duties related to the provision of support and assistance to to program operations.

Included in this category are employees classified within the clerical component or the Administrative Officer series.

Staff Turnover Allowance

An adjustment made to a salaries account to allow for attrition and staff turnover. It is a negative adjustment to enable the organization to more accurately display salary requirements.

PART 4

SPECIAL OPERATING AGENCIES

VITAL STATISTICS AGENCY
ESTIMATES SUPPLEMENT INFORMATION FOR LEGISLATIVE REVIEW

BACKGROUND

Vital Statistics has been compiling Manitoba's vital events since 1882. In 1983 the divisional registration system was replaced by a central registration system in order to improve effectiveness and efficiency in enforcing and administering *The Vital Statistics Act*.

Vital Statistics was transferred to the Department of Consumer and Corporate Affairs from Family Services prior to obtaining Special Operating Agency Status. Vital Statistics became an autonomous operating unit under the Special Operating Agencies Financing Authority on April 1, 1994. The Agency is financially self-sustaining, and is oriented toward continuous improvement in service quality and efficiency.

RESPONSIBILITY

Vital events occurring in Canada are required to be registered by Federal law. The Vital Statistics Agency is responsible for delivering mandated services to clients through administration of three major Acts: *The Vital Statistics Act*, *The Change of Name Act*, and *The Marriage Act*. The Agency is mandated by these Acts to administer all matters pertaining to the registration of births, marriages, deaths, stillbirths, adoptions and legal changes of name. Vital Statistics maintains a permanent registry of vital event records, and issues certificates and certified copies of vital events. The Agency also conducts administrative duties under *The Public Health Act*; *The Child* and *Family Services Act* and *The Family Maintenance Act*.

VISION

To strive for excellence through responsive and innovative delivery of Vital Statistics services.

MISSION

To provide the public with services related to Manitoba vital events in a manner which effectively meets all legislative requirements.

GOALS

The Agency has created the following goals in support of its mission:

- To ensure accurate and timely registration of vital events;
- To ensure all legislative requirements are met with respect to compliance, privacy, safekeeping and authorized access to records and information;
- To provide courteous, timely and cost-effective service; and
- To recover full costs for services and maximize sales opportunities.

MANDATE

- To maintain the provincial registry for births, marriages, deaths and stillbirths; issue certificates and certified copies; and provide statistical reports and other related services to its customers in accordance with *The Vital Statistics Act*.

- To register clergy and marriage commissioners as marriage ceremony officiates; appoint marriage commissioners; register marriage licence issuers; issue marriage licences; and recognize religious denominations for purposes under *The Marriage Act*.

- To register, issue certificates and conduct searches for legal changes of name in accordance with *The Change of Name Act*.

- To process applications for Orders Authorizing Disinterment pursuant to *The Public Health Act*.

- To register adoptions; re-register births; and amend records pursuant to *The Child and Family Services Act*; and amend parentage particulars of birth records pursuant to *The Family Maintenance Act*.

Products and Services

Vital Statistics performs a broad range of activities and services that are primarily mandated under *The Vital Statistics Act*, *The Marriage Act* and *The Change of Name Act*. The Agency maintains records and respective registries of vital events, changes of name and adoptions, through which the following products and services are provided:

- small-size certificates for births, marriages and changes of name;
- large-size certificates for birth, marriages, deaths and changes of name;
- certified copies of registration for birth, marriage, death, stillbirth and certificates of change of name;
- record searches (including genealogical searches) and issuing search receipts;
- amendment of records for corrections, adoptions and change of name;
- delayed registrations;
- compiling vital event data in list and statistics formats and providing statistical information for bona fide research;
- issuing marriage licences;
- obtaining Orders Authorizing Disinterment;
- issuing Burial and Re-burial Permits; and
- providing the administrative framework to appoint clergy and commissioners to perform marriages.
- issuing commemorative Birth and Marriage Certificates.

INTERNAL ACTIVITY TARGETS AND EXPECTED OUTCOMES

Internal activity targets relate to activities the Agency must undertake to ensure it operates at peak levels of efficiency and effectiveness. The internal activity targets are detailed under the expected outcomes as follows:

- **Operations**
  - Continuous improvement in providing quality and responsive service;
- **Financial**
  - Payment of Surplus Operating Funds to the Provinces Consolidated Fund;
  - Run operations that are financially self-sustaining and according to best business practices;
- **Human Resources**
  - Follow best private and public sector employment practices with staff involvement;
- **Communications**
  - Effectively communicate with employees, customers, and other stakeholders;
- **Management**
  - Ensure satisfying confidence of stakeholders;
  - Preserve and safeguard the Government's assets of nearly four million vital events records.

CLIENT SERVICE PERFORMANCE TARGETS

- The client service performance targets are in keeping with the Agency's goals, which include "ensuring accurate and timely registration of vital events" and "providing courteous, timely and cost-effective service". Client service performance targets serve to place greater emphasis on client-centred performance measures rather than operations-centred performance measures.

- The Agency's mandate to provide these services, in accordance with its legislatively appointed role as the central registry for vital events in the Province of Manitoba, is in keeping with *The Vital Statistics Act* and other applicable Acts.

- The Agency will continue to provide performance measurement information which meets the requirements of all Agency stakeholders, and in keeping with the balanced approach of Manitoba Measures Performance Management Guidelines.

- Key targets for 2001-02 (turnaround times in yearly average working days)

To register all vital events	5.0 days
To issue certificates and certified copies	10.0 days
To register and issue changes of name certificates	18.0 days
Processing corrections, delayed registrations and adoptions	9.0 days
Processing of joint requests	3.0 days
Correspondence replies	3.0 days
Telephone enquiries (application status)	Immediate

VITAL STATISTICS AGENCY
PRO-FORMA BALANCE SHEET
AS AT MARCH 31, 1999 TO MARCH 31, 2002
(IN $000's)

	1999-2000 Actual	2000-2001 Estimate	2001-2002 Forecast
ASSETS			
Current Assets:			
Cash	13	11	43
Accounts Receivable	41	50	50
Investments – Operation	800	300	300
Investments – Pension Related	366	555	665
Inventory	25	40	50
Prepaid Expenses	11	10	10
Total Current Assets	1,256	966	1,118
Other Assets:			
Receivable from Province of Manitoba	191	191	191
Total Other Assets:	191	191	191
Capital Assets:			
At Original Cost	1,705	1,751	1,811
Less: Accumulated Amortization	629	850	1,047
Net Book Value	1,076	901	764
TOTAL ASSETS	2,523	2,058	2,073
LIABILITIES			
Current Liabilities:			
Accounts payable	111	122	144
Accrued liabilities	4	10	10
Accrued vacation entitlement	96	100	100
Accrued salaries & benefits	21	15	15
Unearned Revenue	66	60	50
Total Current Liabilities	298	307	319
Accrued Pension Liabilities	456	555	665
Severance Pay Liabilities	151	160	165
Total Long-Term Liabilities	607	715	830
TOTAL LIABILITIES	905	1,022	1,149
EQUITY			
EQUITY			
Retained Earnings	1,618	1,036	924
Total Equity	1,618	1,036	924
TOTAL LIABILITIES AND EQUITY	2,523	2,058	2,073

VITAL STATISTICS AGENCY
PRO-FORMA STATEMENT OF EARNINGS & RETAINED EARNINGS
FOR THE FISCAL PERIODS ENDING MARCH 31, 2002
(IN $000's)

	1999-2000 Actual	2000-2001 Estimate		2001-2002 Forecast
REVENUES				
Net Revenues	2,244	2,280		2,360
Cost Recoveries from Gov. Depts.	113	130		140
Interest Income	31	30		30
TOTAL REVENUES	2,388	2,440		2,530
EXPENSES				
Employee Salaries	1,001	1,097	(1)	1,152
Employee Benefits	216	195		208
Accommodations	157	154		154
Advertising & Marketing	12	32		32
Office Equipment Support	20	25		25
Desktop/Information System Support	256	212		215
Desktop Lease Costs	51	51		51
Gov't Department Charges	14	25	(2)	50
Office & Printed material Supplies	97	125		130
Courier & Postage	77	85		95
Telecommunications	23	35		35
Professional Fees	36	50	(3)	75
Staff Development & Training	3	5		10
Amortization	268	221		197
Miscellaneous Operating Expenses	14	10		13
TOTAL EXPENSES	2,245	2,322		2,442
EARNINGS FROM OPERATIONS	143	118		88
OTHER INCOME AND EXPENSES	0	0		0
NET EARNINGS FOR PERIOD	143	118		88
RETAINED EARNINGS				
Beginning of Period	1,665	1,618		1,036
Revenue Sharing Payment to Province of Manitoba	190	700		200
RETAINED EARNINGS END OF PERIOD	1,618	1,036		924

(1) Includes two new staff (Term Positions) required to meet increased workload associated with the Agency's efforts to deter fraudulent acquisitions of birth certificates or certified copies

(2) Includes $25.0 towards French Language Services Centre

(3) Includes $25.0 to undertake a study to investigate options available for continued access to the Agency's microfilmed records.

VITAL STATISTICS AGENCY
PRO-FORMA STATEMENT CASH FLOW
FOR THE FISCAL PERIODS ENDING MARCH 31, 2002
(IN $000's)

	1999-2000 Actual	2000-2001 Estimate	2001-2002 Forecast
CASH FROM (USED IN) OPERATING ACTIVITIES			
Net earnings for period	143	118	88
Items not involving cash			
Amortization of capital assets	269	221	197
	412	339	285
Changes in non-cash working capital balances			
Investments – Pension related	(89)	(189)	(110)
Accounts receivable	9	(9)	0
Inventory	(11)	(15)	(10)
Prepaid expenses	(5)	1	0
Accounts payable	(20)	11	22
Accrued liabilities	(2)	6	0
Accrued vacation entitlements	1	4	0
Accrued salaries and benefits	9	(6)	0
Unearned revenue	(12)	(6)	(10)
	(120)	(203)	(108)
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of Capital Assets	(143)	(46)	(60)
CASH FLOWS FROM FINANCING ACTIVITIES			
Revenue sharing payment to Prov. of Man.	(190)	(700)	(200)
Accrued pension liability	167	99	110
Province of Manitoba receivable	(65)	0	0
Severance pay liability	15	9	5
	(73)	(592)	(85)
CHANGE IN CAHS AND SHORT TERM DEPOSITS, CASH AND SHORT TERM DEPOSITS	76	(502)	32
BEGINNING OF PERIOD	737	813	311
CASH AND SHORT TERM DEPOSITS, END OF PERIOID	813	311	343

THE MANITOBA SECURITIES COMMISSION

Background

The Manitoba Securities Commission (Commission) was established as a Special Operating Agency (SOA) on April 1, 1999. The Commission is responsible for administering and enforcing *The Securities Act, The Commodity Futures Act The Real Estate Brokers Act* and *The Mortgage Dealers Act*.

Commission Structure

The Commission was structured in its present form in 1968 as set out in *The Securities Act*. The Commission is divided into two branches or arms.

The actual Commission is a body that meets regularly (usually weekly) to deal with policy formulation, applications seeking exemptive relief or other relief and which performs a quasi-judicial function in the hearings of charges laid under the Acts and for relief or directions. The Commission members (including the Chairman) are appointed by order-in-council.

The functional arm of the Commission is made up of full time employees of the provincial government and conducts the day-to-day operations including administration, registrations, processing of applications and prospectuses, preparing matters for referral to the Commissioners and conducting investigations, prosecutions and other hearings. The functional arm of the Commission is comprised of two sections: the Securities division and the Real Estate division. The Securities division is comprised of corporate finance, capital markets, legal, enforcement, and finance and administrative areas.

The Chairman who chairs the meetings and is the Chief Executive Officer of the functional arm of the Commission heads the Commission. A management committee that meets regularly at the call of the Chairman provides management direction. The management committee is comprised of the Chairman, the Director of Corporate Finance & Capital Markets and C.A.O., and the Director of Legal & Enforcement and the Secretary to the Commission.

The Chairman of the Commission reports to the legislature through the Minister of Consumer and Corporate Affairs.

Role and Mission

The role and mission of the Commission is to act in the public interest to protect Manitoba investors and to facilitate dynamic and competitive capital and real estate markets that contribute to the economic development of Manitoba while fostering public confidence in those markets.

Mandate

The Commission was created to regulate the financial and real estate markets and to promote growth, efficiency and integrity of the province's capital markets in an era when capital markets were far less complex. The responsibilities of the Commission have expanded from administration of The Securities Act, The Commodities Act, The Real Estate Brokers Act and The Mortgage Dealers Act. The environment in which the Commission operates has significantly changed from a provincial perspective to regulation within a global economy. The resources (human, technological and financial) had not, in the recent past, kept pace with the rapidly changing environment.

The Commission's mandate is to act in the public interest to protect Manitoba investors and to facilitate the raising of capital while maintaining fairness and integrity in the securities marketplace. Similarly, its real estate industry mandate is to regulate brokers, salespeople, and mortgage dealers to ensure adequate standards are maintained for the protection of the public.

In order to fulfill the mandate, the Commission is responsible for the following:

a) review and process applications for registration, including administrative hearings where required to determine whether registration is in the public interest;
b) maintain a public registry of persons registered to trade in capital markets or real estate markets in the province;
c) public education to provide both information about potentially illegal activity and to help make members of the public understand the issues and inform themselves to make appropriate investment decisions;
d) grant or deny exemptions from requirements of the legislation as appropriate;
e) ensure that take-over bids are carried out in accordance with the prescribed rules;

f) review prospectuses for financial and legal adherence to the securities regulations;
g) review new products for financial and legal adherence to the securities regulations;
h) investigate breaches of legislation and regulation exercising the power of search, the power to compel evidence, seize records and the power to freeze assets;
i) hold administrative hearings to deny, suspend or cancel a registration under statutes administered by the Commission, or to deny a member of the public the right to participate in the capital markets in Manitoba;
j) act as Crown Counsel in prosecutions;
k) development of policy, rules and legislation;
l) oversee activities of organizations such as the Winnipeg Stock Exchange and the Winnipeg Commodity Exchange;
m) ensure that public companies and registrants provide continuous disclosure of information;
n) participate in national and international organizations, including the Canadian Securities Administrators and the North American Securities Administrators Association, to ensure that the concerns and issues related to the operation of capital markets in Manitoba are communicated to other jurisdictions and prevent the interests of larger markets from prejudicing capital market activity in Manitoba.

Vision

The vision of the Commission is to maintain and foster fair, efficient and transparent capital and real estate markets in Manitoba as well as public confidence in those markets.

Values

The Commission's mission and goals are supported by the following core values

a) to provide strong management to ensure regulatory effectiveness, control and accountability;
b) to strive to utilize current technologies as an innovate approach to meet market expectations;
c) to promote continuous learning, teamwork, service innovative and performance improvement; and
d) to provide service excellence to clients at reasonable prices

The Commission supports the Government of Manitoba's goal of promoting new industries while building on regional strengths. Having faith in the market place information and regulation will promote investment by Manitobans and Manitoba companies and sustain long-term

growth and employment. That faith is dependent on the ability of the Commission to create certainty in the marketplace through the administration of the legal and policy framework within which businesses can operate and consumers can invest with confidence.

Goals and Objectives

A) Long-Term Goals

The Commission is pursuing the following long-term goals to contribute to a dynamic economy, exercise appropriate fiscal management and improve the quality of life for Manitobans:

a) to provide efficient, fair and responsive service to the public and collect the requisite fees;
b) to foster and support the development of capital and real estate markets that will provide investment opportunities and/or access to capital for the benefit of Manitobans;
c) to ensure that securities markets participants have access to adequate and accurate information through the maintenance of registries and continuous disclosure information;
d) to maintain and develop an efficient, effective responsive and enforceable regulatory framework;
e) to ensure that the policies and operations of the Winnipeg Stock Exchange and the Commodity Exchange are consistent with the mandate of the Commission;
f) to participate in and influence the development and harmonization of national securities regulations;
g) to provide informational and educational services to market participants and the general public;
h) to attempt to bring the services of industry regulators such as the IDA and MFDA closer to Manitoba investors by encouraging these organizations to open Winnipeg offices. (This will require recognition by the Commission as self-regulatory organizations.)

B) Short-Term Objectives

In addition to the long-term goals guiding the Commission's decisions and practices, short-term objectives have been developed for all functional areas which include:

i) Continuing to provide and improve upon the following:

a) review and approve applications for registration and monitor the ongoing activities of registrants;
b) review prospectuses and other offering documents to ensure full, true and plain disclosure in respect of securities sold in Manitoba;

c) review applications for exemptive relief from legislative requirements and make appropriate recommendations to the Commission for granting/denial of same;
d) ensure public companies provide continuous disclosure of prescribed information to the public and the Commission including financial statements, insider trading reports and proxy and annual general meeting materials;
e) continue to conduct investigations, prosecutions and hearings as required;

ii) Developing/Implementing the following:

f) continue to develop the mutual reliance process whereby jurisdictions rely on the analysis and review performed by another jurisdiction;
g) continue and expand the compliance audit regime for registrants;
h) continue to effectively utilize the rule-making process;
i) review and amend existing legislation, regulations and established rules to facilitate the raising of capital and the harmonization of securities rules on a national basis;
j) administer The Commodity Futures Act and assume regulatory oversight of the Winnipeg Commodity Exchange (WCE);
k) expand the development and delivery informational and educational programs for the benefit and protection of the investing public;
l) effectively and efficiently manage the ongoing operations of the Commission;
m) assume a regulatory oversight role for the Winnipeg office of CDNX;
n) institute the National Registration Database (NRD) system of registration in 2001; and

The Commission's overall long-term goal is to operate an adequately funded independent organization through which the utilization of current technology and properly managed resources will continue to provide efficient service and, where necessary, enhance upon that service.

Critical Success Factors

The Commission has formulated the following indices as a means of gauging its ongoing success as an SOA:

1. attaining access to adequate resources to allow timely reaction to market forces and proactive regulation of market participants;
2. increasing staffing levels and staff expertise;
3. effective management of resources available to the Commission;
4. development of a clear, results-oriented performance framework for accurate planning and measurement of achievements
5. maintaining and improving stakeholder consultation;
6. maintaining Commission independence as a quasi-judicial body.

STATEMENT 1

MANITOBA SECURITIES COMMISSION
PRO-FORMA BALANCE SHEET
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Budget	2000-2001 Revised Forecast	2001-02 Projected
ASSETS				
Current Assets:				
Cash/Short-Term Deposits	1,479.0	927.9	2,758.9	559.9
Accounts Receivable	6.0	-	3.0	1.0
Prepaid Expenses	21.0	-	35.0	35.0
	1,506.0	927.9	2,796.9	595.9
Restricted Short-Term Deposits	512.0	843.5	845.0	1,200.0
Due from Province of Manitoba	254.0	253.7	254.0	254.0
Capital Assets				
At Original Cost	887.0	953.5	953.5	1,044.0
Less: Accumulated Amortization	146.0	319.3	319.3	507.0
Net Book Value	741.0	634.2	634.2	537.0
TOTAL ASSETS	3,013.0	2,659.3	4,530.1	2,586.9
LIABILITIES				
Current Liabilities				
Accrued Liabilities	25.0	25.0	25.0	25.0
Accrued Vacation Entitlement	145.0	116.3	116.3	162.0
Accrued Salaries & Benefits	32.0	42.9	42.9	45.0
Current Portion of Long Term Debt	598.0	-	-	-
	800.0	184.2	184.2	232.0
Severance Pay Liability	152.0	147.5	147.5	140.0
Pension Liability	75.0	173.5	175.0	295.0
TOTAL LIABILITIES	1,027.0	505.2	506.7	667.0
EQUITY				
Equity				
Reserve Fund	435.0	670.0	670.0	905.0
Retained Earnings	1,551.0	1,484.1	3,353.0	1,015.0
TOTAL EQUITY	1,986.0	2,154.1	4,023.0	1,920.0
TOTAL LIABILITIES AND EQUITY	3,013.0	2,659.3	4,529.7	2,587.0

Note: Increased revenues have contributed to changes in the Balance Sheet, in particular the extinguishment of long term debt, an increase in the disposition of surplus operating funds to the Province's consolidated revenue, and a decrease in cash and retained earnings.

Statement 2

MANITOBA SECURITIES COMMISSION
PRO-FORMA STATEMENT OF EARNINGS
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Estimates	2000-2001 Revised Budget	2001-2002 Projected	
REVENUES					
Fees	5,156.0	5,000.0	6,500.0	6,500.0	1
Interest	43.0	75.0	113.0	163.0	2
Miscellaneous	1.0	1.0	1.0	1.0	
TOTAL REVENUES	5,200.0	5,076.0	6,614.0	6,664.0	
EXPENSES					
Salaries & Benefits	1,705.0	2,008.6	2,009.0	2,096.0	3
Staff Development & Training	8.0	29.1	29.0	41.0	
Professional Memberships & Dues	7.0	7.1	7.0	7.0	
Premises	116.0	137.1	137.0	142.0	
Contract Services	240.0	325.9	326.0	390.0	4
Professional Services	53.0	56.0	56.0	66.0	
CSA Initiatives	-	-	-	126.0	5
Travel	39.0	50.0	50.0	72.0	
Telecommunications	44.0	48.5	49.0	61.0	
Office Materials & Supplies	71.0	110.4	110.0	120.0	
Education/Information Intiatives	-	-	-	25.0	
Amortization	146.0	172.9	173.0	187.0	
Interest	41.0	-	-	-	
Research Resources	-	19.8	20.0	21.0	
Miscellaneous	44.0	11.1	11.0	13.0	
TOTAL EXPENSES	2,514.0	2,976.5	2,977.0	3,367.0	
NET EARNINGS FOR THE PERIOD	2,686.0	2,099.5	3,637.0	3,297.0	

Note 1: The increase in fees arises from an increase in prospectus and section application fees, as well as an expected increase in volumes.

Note 2: The increase in interest arises from higher than expected revenues being invested during the forecasted period.

Note 3: The increase in salaries and benefits arise from forecasting for the full compliment of Commission staff which were not in place as at the end of March 31, 2000.

Note 4: The increase in contract services arises from an increase in expected development costs to the Commission's information systems to accommodate national initiatives and system changes.

Note 5: The newly forecasted CSA initiative costs arise from the sharing of costs nationally for the CSA project office as well as CSA initiative costs. These costs are allocated based on population.

STATEMENT 3

MANITOBA SECURITIES COMMISSION
PRO-FORMA STATEMENT OF RETAINED EARNINGS
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Budget	2000-2001 Revised Forecast	2001-02 Projected
RETAINED EARNINGS				
Beginning of Period	-	1,219.8	1,551.0	3,353.0
Net Earnings for the period	2,686.0	2,099.5	3,637.0	3,297.0
	2,686.0	3,319.3	5,188.0	6,650.0
LESS REQUIRED RESERVE & DISPOSITION OF OPERATING SURPLUS				
Reserve Fund	435.0	235.0	235.0	235.0
Curent Period Disposition of Surplus Operating Funds	700.0	1,600.0	1,600.0	5,400.0
	1,135.0	1,835.0	1,835.0	5,635.0
RETAINED EARNINGS End of Period	1,551.0	1,484.3	3,353.0	1,015.0

STATEMENT 4

MANITOBA SECURITIES COMMISSION
PRO-FORMA CASH FLOW STATEMENT
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Budget	2000-2001 Revised Forecast	2001-02 Projected
CASH PROVIDED (USED) BY:				
OPERATING ACTIVITIES				
Operations				
Net Earnings for period	2,686.0	2,099.5	3,637.0	3,297.0
Items not involving cash				
Amortization of Capital Assets	146.0	172.9	172.9	187.0
Funds provided by operations	2,832.0	2,272.4	3,809.9	3,484.0
Change in non-cash working capital balances				
Accounts Receivable	- 6.0	-	3.0	2.0
Due from Province of Manitoba	- 254.0	-	-	-
Prepaid Expenses	- 21.0	-	- 14.0	-
Accrued Liabilities	25.0	- 87.0	-	-
Accrued Vacation Entitlements	145.0	-	- 29.0	46.0
Accrued Salaries & Benefits	32.0	6.4	11.0	2.0
Pension Liability	75.0	91.1	100.0	120.0
Severance Pay Liability	152.0	10.1	- 4.0	- 8.0
Funds provided by change in working capital balances	148.0	20.6	67.0	162.0
Increase/(decrease) in funds from operating activities	2,980.0	2,293.0	3,876.9	3,646.0
INVESTING ACTIVITIES				
Acquistion of Capital Assets	- 887.0	- 66.0	- 67.0	- 90.0
Transfer to Restricted Short-Term Deposits	- 512.0	- 326.1	- 332.0	- 355.0
FINANCING ACTIVITIES				
Disposition of Surplus Operating Funds	- 700.0	- 1,600.0	- 1,600.0	- 5,400.0
Proceeds of Long Term Debt	728.0	-	-	-
Repayment of Long Term Debt	- 130.0	- 597.6	- 598.0	-
Increase(Decrease) in Cash Position	1,479.0	- 296.7	1,279.9	- 2,199.0
CASH				
Beginning of Period	-	1,224.8	1,479.0	2,758.9
CASH				
End of Period	1,479.0	928.1	2,758.9	559.9

Note: Increased revenues have contributed to significant changes in cash flows in particular the extinguishment of long term debt, and an increase in the disposition of surplus operating funds to the Province's consolidated revenue.

SCHEDULE A

MANITOBA SECURITIES COMMISSION
PRO-FORMA CAPITAL ASSETS AND ACCUMULATED AMORTIZATION
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Budget	2000-2001 Revised Forecast	2001-02 Projected
CAPITAL ASSETS - ORIGINAL COST				
Office Equipment	6.0	8.2	8.0	13.0
Furniture & Fixtures	48.0	108.1	108.0	141.0
Leasehold Improvements	113.0	113.0	113.0	113.0
Computer Hardware	117.0	118.9	119.0	131.0
Computer Software	603.0	605.3	605.0	646.0
TOTAL CAPITAL ASSETS	887.0	953.5	953.0	1,044.0
ACCUMULATED AMORTIZATION				
Office Equipment	-	1.7	2.0	4.0
Furniture & Fixtures	2.0	17.7	18.0	41.0
Leasehold Improvements	-	11.8	12.0	23.0
Computer Hardware	23.0	46.7	47.0	72.0
Computer Software	121.0	241.4	241.0	367.0
TOTAL ACCUMULATED AMORTIZATION	146.0	319.3	320.0	507.0
NET BOOK VALUE				
Office Equipment	6.0	6.5	6.0	9.0
Furniture & Fixtures	46.0	90.4	90.0	100.0
Leasehold Improvements	113.0	101.2	101.0	90.0
Computer Hardware	94.0	72.2	72.0	59.0
Computer Software	482.0	363.9	364.0	279.0
TOTAL NET BOOK VALUE	741.0	634.2	633.0	537.0

SCHEDULE B

MANITOBA SECURITIES COMMISSION
PRO-FORMA ACCUMULATED PENSION FUND LIABILITY
AS AT MARCH 31, 2000 TO MARCH 31, 2002
(IN $000'S)

	1999-2000 Actual	2000-2001 Printed Budget	2000-2001 Revised Forecast	2001-02 Projected
ACCUMULATED LIABILITY				
Opening Balance	0	82	75	175
Interest thereon for the year	0	3	6	14
Liability on current year Contributions	75	85	78	87
Interest on current year Contributions for half the year	0	3	3	3
Actuarial Adjustment Factor	0	0	13	15
CLOSING BALANCE	75	174	175	295

ASSUMPTIONS:

(I) Current year contributions are 5.30 % of salaries.
(II) Interest based on an acturial interest rate projection of 8.00%.
(III) Actuarial Adjustment Factor is calculated at 17.04% of annual contribution.

SUPPLEMENTARY INFORMATION FOR LEGISLATIVE REVIEW

BACKGROUND

The Property Registry became a Special Operating Agency April 1, 1997. The agency merges two distinct registries, the Land Titles Office and The Personal Property Registry. The Land Titles Office administers the provincial systems of land holding in accordance with *The Real Property Act, The Registry Act* and other related *Acts*, and maintains the written and drawn legal descriptions of all land in the Province of Manitoba. The Personal Property Registry records and provides information for the public concerning corporate securities appointment of receivers and security interests in collateral in accordance with *The Personal Property Security Act.* It provides a central registry for liens having priority under various provincial statutes.

MANDATE

The Registry's main function is to provide certification of titles to land, maintain land records and provide reliable information of financial interests in personal property to the public.

MISSION STATEMENT

TO OPERATE MODERN, EFFICIENT, ACCESSIBLE REGISTRIES WHICH PROVIDE QUALITY, ASSURED AND RELIABLE INFORMATION ON INTERESTS IN REAL AND PERSONAL PROPERTY.

ONGOING GOALS

The ongoing goals of the Registry are to:

- Ensure accurate, orderly and timely registration of documents.
- Maintain the integrity of the system by ensuring proper adherence to all legal, survey and statutory requirements, including issuance of titles and maintenance of the survey fabric.
- Provide cost-effective services.

CRITICAL SUCCESS FACTORS

- Foster continuous improvement in providing quality and responsive service.
- Provide accountable, fiscally responsible management.
- Follow best private and public sector employment practices with staff involvement.
- Develop strategic information systems, enabling information technology that serves the Registry's business requirements.

AGENCY STATUS

Effective April 1, 1997, the Land Titles Office and The Personal Property Registry merged to form The Property Registry, a Special Operating Agency.

The Property Registry continues to be part of the Department of Consumer and Corporate Affairs.

PRODUCTS AND SERVICES

- Reliable and secure title information and issuing certificates of title ownership.
- Professional advice relating to land and interests in land.
- Administers mortgage sale and tax sale proceedings and real property applications.
- Records information about interests in collateral.
- Information records and certificates about The Property Registry.
- Administers and collects land transfer tax on behalf of the Minister of Finance.
- Title information to the City of Winnipeg and to the Province.

KEY OBJECTIVES

Marketing

- To achieve the identified performance targets for processing work.
- To diversify and enhance products and services.
- To determine client needs and satisfaction.

Operations and Site Management

- To improve current facilities and reduce costs, long term.

Financial

- To provide accountable, fiscally responsible management.
- To continue to collect appropriate level of fees and taxes.
- To maintain Province's net revenue position.
- To ensure net income and financial viability.

Records Preservation

- To preserve existing paper records of the Land Titles Office and all electronic records of the Registry.

Human Resources

- To stabilize employee job status.
- To improve employee knowledge and skills.

Information Technology

In partnership with the Better systems Initiative (BSI), the Registry will deliver service by:

- Continuing enhancement of the new Personal Property Registry System.
- Committing personnel and technological resources to the study, design and implementation of the Better Systems Initiative.
- Continuing automation of the Land Titles Office.
- Enhancement of the survey indices and plan conversion project.

2001/2002 KEY TARGETS

- Turnaround time in calendar days (yearly average)

Land Titles registrations	5 days electronic
Surveys registration	7 days
Survey examinations	7 days
Public searches (Land Titles Offices)	1 day

- Personal Property

Registrations	
Printed	5 days
Electronic	1 day
Searches	
Printed	1 day
Electronic	same day

THE PROPERTY REGISTRY

Actual and Projected Balance Sheet
As at March 31 for the years 2000 to 2002
(in thousands of dollars)
Unaudited

	Actual 2000	Estimated 2001	Forecast 2002
Assets			
Current assets			
Cash and short-term investments - operations	4,335.0	3,075.0	1,772.0
Investments - pension provision	916.0	1,446.0	2,145.0
Customer account deposits	1,122.0	1,270.0	1,000.0
Accounts receivable	0.0	92.0	110.0
Accounts receivable - Goverment departments	98.0	95.0	0.0
Prepaid expenses	49.0	57.0	50.0
Total current assets	6,520.0	6,035.0	5,077.0
Due from the Province of Manitoba			
Pension expense	162.0	162.0	162.0
Severance payable	1,041.0	1,041.0	1,041.0
Vacation payable	546.0	546.0	546.0
	1,749.0	1,749.0	1,749.0
Capital assets, net of accumulated amortization	264.0	408.0	426.0
TOTAL ASSETS	8,533.0	8,192.0	7,252.0
Liabilities			
Current liabilities			
Working capital loan/Bank indebtedness	0.0	0.0	0.0
Accounts payable and accrued liabilities	226.0	274.0	125.0
Customer account deposits liability	1,122.0	1,273.0	1,000.0
Severance payable	214.0	214.0	210.0
Vacation payable	685.0	685.0	706.0
Land titles assurance fund	66.0	69.0	0.0
Total current liabilities	2,313.0	2,515.0	2,041.0
Accrued pension costs	1,198.0	1,608.0	2,145.0
Long-term severance payable	867.0	867.0	860.0
Total Liabilities	4,378.0	4,990.0	5,046.0
Net Assets			
Equity contribution by Province	0.0	0.0	0.0
Retained earnings	4,155.0	3,202.0	2,206.0
Total Net Assets	4,155.0	3,202.0	2,206.0
TOTAL LIABILITIES AND NET ASSETS	8,533.0	8,192.0	7,252.0

Note: *BSI cost estimates have been included in the projected financial statements.*

THE PROPERTY REGISTRY

Actual and Projected Statement of Income and retained earnings
For the fiscal years ending March 31, 2000 to 2002
(In thousands of dollars)
Unaudited

		Actual 2000	Estimated 2001	Forecast 2002
Revenues				
Land transfer tax		12,071.0	12,487.0	12,200.0
Fee revenue - Land titles		8,312.0	8,036.0	8,300.0
Fee revenue - Personal property registry		3,772.0	4,717.0	5,327.0
Cost recoveries - Services to Provincial departments		281.0	268.0	240.0
Salary recoveries		528.0	410.0	280.0
Interest income		183.0	183.0	81.0
Total revenues		25,147.0	26,101.0	26,428.0
Less: Tax revenues collected on behalf of Province		(12,071.0)	(12,487.0)	(12,200.0)
Net revenues		13,076.0	13,614.0	14,228.0
Expenses				
Salaries and employee benefits		7,149.0	7,017.0	7,623.0
Pension expense		237.0	380.0	404.0
Bad debt expense		0.0	0.0	2.0
Better Methods SAP expense		10.0	18.0	20.0
BSI charges and operating costs - PPR - see note below	Note 2	0.0	0.0	870.0
BSI charges and operating costs - LTO - see note below	Note 2	0.0	0.0	0.0
BSI related plans conversion project		0.0	0.0	4.0
Computer processing - ISM		362.0	307.0	334.0
Computer processing - ISM - BSI savings		0.0	0.0	0.0
Computer processing - telecommunications		6.0	7.0	10.0
Department services		89.0	65.0	150.0
Desktop management	Note 1	229.0	356.0	384.0
Equipment lease		105.0	110.0	112.0
Insurance		3.0	3.0	5.0
Interest and bank charges		9.0	14.0	10.0
Market development and legal notice cost		1.0	6.0	5.0
Occupancy costs		731.0	747.0	754.0
Office supplies and printing		173.0	174.0	173.0
POS initiative costs (17 POS stations @ $5.5 per BSI)		0.0	7.0	96.0
Postage and delivery		171.0	223.0	265.0
Professional fees		42.0	17.0	51.0
Project costs - BSI		0.0	0.0	0.0
Publications and subscriptions		28.0	24.0	29.0
Records preservation program gross expense		147.0	142.0	243.0
less amount reported in Salaries		0.0	0.0	(32.0)
less amount reported in Amortization		0.0	0.0	(14.0)
Repairs and maintenance		79.0	56.0	84.0
SOA annual levy		1.0	2.0	1.0
Special surveys		5.0	32.0	49.0
Survey remonumentation program		91.0	108.0	150.0
Telephone		73.0	79.0	85.0
Training and staff development		15.0	18.0	59.0
Travel - interoffice		44.0	39.0	61.0
Amortization		80.0	116.0	137.0
Loss on Desktop Management Initiative disposals		0.0	0.0	0.0
Total Expenses		9,880.0	10,067.0	12,124.0
Net earnings		3,196.0	3,547.0	2,104.0
Retained earnings, beginning of year		3,759.0	4,155.0	3,202.0
Transfer of surplus funds to Province		(2,800.0)	(4,500.0)	(3,100.0)
Retained earnings, end of year		4,155.0	3,202.0	2,206.0

Note 1: *The increase in desktop management costs arise from additional workstations deployed for various projects including Records management, Survey indices, and to meet other operational requirements.*

Note 2: *BSI cost estimates have been included in the projected financial statements for the Personal Property Registry operations.*

THE PROPERTY REGISTRY

Actual and Projected Statement of Cash Flows
For the fiscal years ending March 31, 2000 to 2002
(in thousands of dollars)
Unaudited

	Actual 2000	Estimated 2001	Forecast 2002
Cash flows from (used in) Operating activities			
Net earnings	3,196.0	3,547.0	**2,104.0**
Item not affecting cash:			
Amortization	80.0	116.0	137.0
	3,276.0	3,663.0	**2,241.0**
Net change in non-cash working capital			
Investments - pension provision	(473.0)	(530.0)	**(699.0)**
Customer account deposits	(199.0)	(148.0)	**270.0**
Accounts receivable	162.0	(89.0)	**77.0**
Prepaid expenses	8.0	(8.0)	**7.0**
Accounts payable and accrued liabilities	(71.0)	48.0	**(149.0)**
Customer account deposits liability	196.0	151.0	**(273.0)**
Severance payable - short term portion	(40.0)	0.0	**(4.0)**
Vacation payable	0.0	0.0	**21.0**
Land titles assurance fund net deposits	23.0	3.0	**(69.0)**
Accrued pension costs	593.0	410.0	**537.0**
Severance payable - long term portion	59.0	0.0	**(7.0)**
	3,534.0	3,500.0	**1,952.0**
Cash flows from (used in) Investing activities			
Purchase of capital assets	(159.0)	(260.0)	**(155.0)**
	(159.0)	(260.0)	**(155.0)**
Cash flows from (used in) Financing activities			
Proceeds from (repayment of) long-term loans	0.0	0.0	**0.0**
Equity contribution by Province	0.0	0.0	**0.0**
Cost recovery collection deferral	0.0	0.0	**0.0**
Dividend to Province of Manitoba	(2,800.0)	(4,500.0)	**(3,100.0)**
	(2,800.0)	(4,500.0)	**(3,100.0)**
Net increase (decrease) in cash	575.0	(1,260.0)	**(1,303.0)**
Cash and short-term investments, beginning of year	3,760.0	4,335.0	**3,075.0**
Cash and short-term investments, end of year	4,335.0	3,075.0	**1,772.0**

Note: *BSI cost estimates have been included in the projected financial statements.*

COMPANIES OFFICE

The Office's mission and goals are reflected in its current mission statement:

> **THE COMPANIES OFFICE IS THE MANITOBA REGISTRY OF BUSINESSES AND CORPORATIONS, WHERE EMPLOYEES STRIVE TO EXCEED CUSTOMER EXPECTATIONS THROUGH THE DELIVERY OF QUALITY COST-EFFECTIVE SERVICES.**

ORGANIZATIONAL VALUES

The mission statement is supported by the following organizational values:

Human Resources

Belief in our staff is demonstrated by our commitment to:

- fostering employee education and training
- building and encouraging staff team work, job satisfaction, morale, and staff empowerment
- encouraging and acknowledging activities and contributions

Service Delivery

Service excellence is demonstrated by our commitment to:

- encouraging innovative ideas for continuous improvement
- delivering timely and concise information in a courteous manner

Planning

Long and short term planning is demonstrated by:

- having clear objectives for the Office
- multi-year budgeting
- periodically conducting a formalized Strategic Planning session

Technological Innovations

The Office's belief in technology is demonstrated by:

- working toward making more of the Office's products and services being available over the internet, in addition to the more traditional service channels.
- keeping in step with future advances in information technology

GOALS FOR UPCOMING YEAR

The Office expects to be implementing the first release of its new processes in early 2001/2002 It will be focussing on making this a smooth transition for its customers and employees.

The Office will carry out the activities which are referred to in the Product and Service, Human Resource, Quality Service, Performance Framework, Information Technology and Financial Management Plans which follow.

SUMMARY OF COMPANIES OFFICE GOALS

SUMMARY OF THE PRODUCT AND SERVICE PLAN GOALS:

1. Focus on implementation of the new computer system and processes.
2. Hold one client impact meeting.
3. Prepare information sheet on business registration versus incorporation.
4. Increase business name reservation fee, annual return fee and re-align various company information search fees.

SUMMARY OF HUMAN RESOURCE PLAN GOALS:

1. To ensure staff are thoroughly trained on the new computer technology and processes.
2. To continue to provide staff with continuous learning opportunities.
3. To develop a succession management plan.
4. To convert the controller staff year to permanent status.
5. To review the structure of the organization, review classifications and update position descriptions.

SUMMARY OF PERFORMANCE FRAMEWORK PLAN:

1. The Office will maintain its Performance Framework Reporting.

SUMMARY OF QUALITY SERVICE GOALS:

1. The Office will maintain its continuous improvement program.

SUMMARY OF INFORMATION TECHNOLOGY MANAGEMENT PLAN GOALS:

1. Continue implementation of new computer environment.

SUMMARY OF FINANCIAL MANAGEMENT PLAN GOALS:

1. Fund the Information Technology Management Plan.
2. Fund the Human Resources Plan.
3. Fund the Product and Services Plan.
4. Make a minimum $1,250.0 revenue contribution to the Consolidated Fund
5. Prepare reports required by Special Operating Agency Financing Authority.

PERFORMANCE FRAMEWORK PLAN

The Office chose the Balanced Scorecard approach to performance measurement. Implemented in 1996, the plan has a baseline determined largely in the 1996/1997 fiscal year. The performance measures are monitored quarterly and circulated so that all staff will be aware of the progress towards the Office's goals.

BALANCED SCORECARD PERFORMANCE FRAMEWORK

The Balanced Scorecard Performance Framework translates the Office's Mission Statement into performance targets under 4 headings. The headings represent a balance between external measures and internal measures.

external measures:	Financial
	Customer Satisfaction
internal:	Learning and Growth
	Business Processes

The Office Mission Statement is as follows:

> **The Companies Office is the Manitoba registry of businesses and corporations, where employees strive to exceed customer expectations through the delivery of quality cost-effective services.**

To be sure the Office is meeting this Mission, performance indicators have been determined in each of the 4 areas as follows:

COMPANIES OFFICE BALANCED SCORECARD PERFORMANCE FRAMEWORK					
1) Financial (to succeed financially, we need to achieve)					
OBJECTIVES	CRITICAL SUCCESS FACTORS: (things that have to go right to achieve the objective	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE Mar. 31, 1997 (except as noted)	REVISED PROJECTED CURRENT YR. Mar. 31, 2001	PEFORMANCE TARGETS (goals based on measures) March 31, 2002
Operate as a financially sound SOA	Possess assets to facilitate business development	Profit	Three Year Average $1,819	$1,216	$1,410
		Revenue Contribution	$1,000	$2,500	$1,850

2) CUSTOMERS (to achieve our vision, how should we appear to our customers)					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to reach the objective)	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE March 31, 1997 (except as noted)	PROJECTED CURRENT March 31, 2001	PERFORMANCE TARGETS (goals based on measures) March 31, 2002
Exceed customers' expectations by providing quality service.	Provide service which: 1) is prompt	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	71% (Sept./00) (very satisfied)	80% (satisfied and very satisfied)	80% (very satisfied)
	2) provides requested information	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	84% (Sept./00) (very satisfied)	80% (satisfied and very satisfied)	90% (very satisfied)
	3) provides service which is without error.	% of "Tell Us How We Are Doing" forms which indicate very satisfied.	76% (Sept./00) (very satisfied)	80% (satisfied and very satisfied)	85% (very satisfied)
	Provide new customer service and products	Ongoing development of new product or service.	Four: - credit payments: -interactive telephone/ voice mail -screen 03 -flexible hours	Three	Three

Note 1: The wording of the Performance Measures (in this case the customer survey) has changed in certain instances. In such cases, a baseline measure and a projection for the current year will not be available. Also, the Performance Measures are based on information of "satisfied" or "very satisfied", rather than "excellent", as being more realistic, based on a recommendation from the Office's Advisory Board.

3) BUSINESS PRACTICES (To satisfy our customers, what business processes must we exceed at)					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to reach the objective)	PERFORMANCE MEASURES (indicators to gauge success)	BASELINE March 31, 1997 (except as noted)	PROJECTED CURRENT YR. March 31, 2001	PEFORMANCE TARGETS (goals based on measures) March 31, 2002
To process customer service requests in an efficient and effective manner.	Employ strategies that will decrease cycle time.	Cycle time for processing: - Business documents - Corporate documents - Annual Returns	(Six month baseline as of Sept. 1997) files processed and documents available to customer: a) Business Name Registrations: 3 working days b) Incorporations: 3 working days. c) Annual Returns: 11 working days.	Files processed and documents available to customer. a) Business Name Registrations: 3 working days b) Incorporations: 3 working days c) Annual Returns: 9 working days	a) Business Name Registrations: 3 working days b) Incorporations: 3 working days c) Annual Returns - 9 working days (Note 2)
To provide information by telephone in a quality manner.	Review and improve the Interactive Voice Response (IVR) telephone system.	% of customers surveyed that rate the IVR system as satisfied and very satisfied as to: 1) ease of use 2) clarity of information received	77% 80% (Sept. 00).	85% 85%	85% 85%
	To exceed customer expectations by providing personal telephone services that were: 1) courteous and friendly 2) provide by knowledgeable and competent staff. 3) responsive to your needs.	% of customers surveyed that rate the personal telephone service as very satisfied. (Q3 on Tell Us How We Are Doing Forms – Telephone Survey)	63% (Sept./00)	85% (satisfied and very satisfied)	80% (very satisfied)

Note 2: As it is not known the effect the new system will have on cycle time performance standards the Office will continue to target cycle times based on performance within the old system. Performance standards on the new system will be developed once enough experience has been obtained to determine adequate standards.

4) LEARNING AND GROWTH: (to achieve our vision, how will we sustain out ability to change and improve).					
OBJECTIVES	CRITICAL SUCCESS FACTORS (things that have to go right to achieve the objective)	PERFORMANCE TARGETS (indicators to gauge success factors)	BASELINE March 31/97 (except as noted)	PROJECTED CURRENT YR. March 31, 2001	PERFORMANCE TARGETS (goals based on measures) March 31, 2002
To have a well trained, knowledgeable staff.	Implement a human resource development plan with individual and corporate development plans.	% of employees attending training.	76% Staff attended two in-house training courses	100% staff attend at least one course, at least one day in length and of direct benefit to the Office. Staff attend 4 in-house training course.	100% of staff attended one course of direct benefit to Office. Staff attend 4 in-house training sessions.
To have a motivated staff.	Implement a reward and recognition program tied to SOA goals.	% of staff contributing to BEST and SOA goals.	78%	80% of staff receive certificate of recognition confirming involvement of Best Committee or SOA goals.	80% of staff receive certificate of recognition confirming involvement in BEST Committee, SOA goals and BSI process improvement.
	Operation of the Fun Committee.	Events that contribute to staff morale.	5 events.	Holding of 4 events in the year.	4 events.
To have staff with a demonstrated ability to effect change.	Maintaining a work environment that encourages suggestions for improvement and uses them to effect change.	Number of staff suggestions that are revenue enhancing, money saving or improvements to customer service that are implemented.	26 suggestions, 9 of which were implemented.	30 suggestions, 12 of which are implemented.	30 suggestions, 12 of which are implemented.
To have a comfortable working environment	- functional work stations - low noise level - well lit, clean office	% of staff surveyed who view working environment as good or excellent.	34%	85%	85%

COMPANIES OFFICE
PRO-FORMA STATEMENT OF EARNINGS AND RETAINED EARNINGS
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 1999/2000	REVISED PROJECTED 2000/2001	PROJECTED 2001/2002	
	$	$	$	
REVENUE				
Fees and Services	3,814.0	3,655.0	3,988.0	1
Gazette Advertising	(268.0)	(269.0)	(202.0)	
	3,546.0	3,386.0	3,786.0	
Interest	90.0	37.0	37.0	
	3,636.0	3,423.0	3,823.0	
EXPENSES				
SALARIES AND EMPLOYEE BENEFITS	1,210.0	1,332.0	1,485.0	
ACCOUNTING/CONSULTING	3.0	7.0	11.0	
AMORTIZATION	7.0	17.0	26.0	
AUDIT	4.0	4.0	5.0	
BAD DEBTS	1.0	2.0	2.0	
BANK CHARGES	4.0	5.0	10.0	
COMMUNICATIONS	27.0	31.0	31.0	
CONVERSION/IMPLEMENTATION		200.0	200.0	2
COMPUTER	86.0	90.0	45.0	
DEPT SERVICES	12.0	31.0	31.0	
DESK TOP MGT- SUPPORT COSTS	35.0	74.0	78.0	
DESK TOP MGT- LEASE COSTS	17.0	18.0	28.0	
EQUIPMENT MAINTENANCE	9.0	9.0	9.0	
INSURANCE	11.0	11.0	11.0	
LEGAL SERVICES	2.0	10.0	10.0	
MISC	9.0	13.0	13.0	
NUANS	158.0	170.0	160.0	
OFFICE RENT	114.0	113.0	115.0	
PAYROLL PROCESSING	3.0	3.0	4.0	
P.O.S. LICENCE FEES		38.0	38.0	
POSTAL/COURIER	42.0	41.0	41.0	
PROGRAMMERS	23.0	20.0	10.0	
SOA LEVY		1.0	1.0	
STATIONERY	40.0	41.0	41.0	
TRANSPORTATION	5.0	6.0	8.0	
	1,822.0	2,267.0	2,413.0	
NET EARNINGS FOR THE PERIOD	1,814.0	1,136.0	1,410.0	
RETAINED EARNINGS,beginning of year	1,667.0	2,231.0	867.0	
Revenue Share to Province of Manitoba	1,250.0	2,500.0	1,850.0	
RETAINED EARNINGS,end of year	2,231.0	867.0	427.0	

1. Includes rate increases for 2001/02

2. Represents conversion/ implementation costs resulting from BSI

COMPANIES OFFICE
PRO-FORMA BALANCE SHEET
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 1999/2000 $	PROJECTED 2000/2001 $	PROJECTED 2001/2002 $
CURRENT ASSETS			
Cash and short term investments	2,206.0	795.0	404.0
Short term investments-Pension	299.0	389.0	491.0
Total cash and Short term Investments	2,505.0	1,184.0	895.0
Accounts Receivable	102.0	102.0	102.0
Prepaids	14.0	14.0	14.0
	2,621.0	1,300.0	1,011.0
RECEIVABLE FROM PROVINCE OF MANITOBA	306.0	306.0	306.0
CAPITAL ASSETS	18.0	96.0	70.0
	2,945.0	1,702.0	1,387.0
CURRENT LIABILITIES			
Accounts Payable and Accrued	88.0	88.0	88.0
Accrued Vacation	123.0	123.0	123.0
	211.0	211.0	211.0
LONG TERM LIABILITIES			
Pension Accrual	299.0	389.0	491.0
Severance Pay Benefits	204.0	235.0	258.0
	503.0	624.0	749.0
	714.0	835.0	960.0
RETAINED EARNINGS	2,231.0	867.0	427.0
	2,945.0	1,702.0	1,387.0

COMPANIES OFFICE
PRO-FORMA STATEMENT OF CHANGES IN FINANCIAL POSITION
FOR THE YEAR ENDED MARCH 31
(000'S)

	ACTUAL 1999/2000 $	PROJECTED 2000/2001 $	PROJECTED 2001/2002 $
CASH PROVIDED (USED) BY OPERATING ACTIVITIES			
Net Earnings for Year	1,814.0	1,136.0	1,410.0
Amortization - Capital Assets	7.0	17.0	26.0
Severance Pay Expense	13.0	31.0	23.0
Pension Expense	89.0	90.0	102.0
	1,923.0	1,274.0	1,561.0
Net Changes in non cash working Capital Balances	(356.0)		
INVESTING ACTIVITIES			
Acquisition of Capital Assets		(95.0)	
Book value of Capital Assets Disposed			
FINANCING ACTIVITIES			
Revenue Share to Province of Manitoba	(1,250.0)	(2,500.0)	(1,850.0)
INCREASE (DECREASE) IN CASH BALANCE	317.0	(1,321.0)	(289.0)
OPENING CASH BALANCE	2,188.0	2,505.0	1,184.0
CLOSING CASH BALANCE	2,505.0	1,184.0	895.0